

Central
Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



**TO EACH MEMBER OF THE
SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE**

16 September 2016

Dear Councillor

**SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE - Monday 26
September 2016**

Further to the Agenda and papers for the above meeting, previously circulated, please find attached the following additional report(s):-

10. Passenger Transport Strategy

The Committee will consider the report and associated public consultation responses, providing recommendations for the Executive in relation to the proposed strategy.

Should you have any queries regarding the above please contact the Overview and Scrutiny Team on Tel: 0300 300 4193

Yours sincerely

Rebecca Preen
Scrutiny Policy Advisor
email: rebecca.preen@centralbedfordshire.gov.uk

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Central Bedfordshire Council

Sustainable Communities Overview and Scrutiny Committee

26th September 2016

Passenger Transport Strategy

Report of Cllr. Brian Spurr Executive Member for Community Services

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Advising Officers: Marcel Coiffait Director of Community Services

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Drafting officer: Susan Childerhouse Head of Public Protection & Transport

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This report relates to a Key Decision

Purpose of this report

1. This report sets out the information to help inform members to take a decision in relation to the adoption of a Passenger Transport Strategy for Central Bedfordshire Council

RECOMMENDATIONS

The Committee is asked to:

1. Consider the information provided by the public consultation process and the telephone survey and recommend that Executive adopt the Passenger Transport Strategy for Central Bedfordshire as set out at Appendix 1

Background

1. On the 5th April 2016 Executive gave permission for a public consultation to take place regarding proposals for subsidising public bus routes, use and renewal of concessionary passes and funding for dial ride providers.
2. The twelve week consultation was undertaken between the 19th April 2016 and the 12th July 2016. There were 1,526 responses to the public consultation. 541 were returned in paper form with 985 completed on line. The survey responses are attached at Appendix 2
3. A telephone survey of residents in Central Bedfordshire was undertaken over a period of a month ending on the 15th August 2016. This survey

provides a benchmark of the general population. The survey responses are attached at Appendix 3.

4. The responses received have been used to inform the strategy at Appendix 1

Issues

5. Central Bedfordshire Council does not currently have a Passenger Transport Strategy. The aim of the Passenger Transport Strategy (PTS) is to deliver transport services that are safe, effective and fit for purpose and provide a framework for decision making processes in relation to all PTS services.
6. The PTS will be developed alongside and sit within the Central Bedfordshire Local Transport Plan (LTP) which is also currently under review.
7. The Strategy sets out the Council's objectives for passenger transport in the Central Bedfordshire area and will be supported by relevant policies and best practice.
8. The Strategy refers to users of road based public transport such as commercially operated local bus routes and community transport as well as fleet transport for the provision of home to school transport and home to day setting transport for vulnerable children and adults

Scope of the Strategy

- Subsidised Public Transport
- Concessionary Fares
- Community Transport
- Home to School Transport – Available Walking Routes
- Fleet Services and Operations

Information used to inform the Strategy

9. In addition to using the responses to the various consultations undertaken other surveys and market research have been used.
10. In the latest Central Bedfordshire Household Travel survey undertaken in April 2016 it is noted that the usage of public bus services in Central Bedfordshire has declined 68% of residents never or rarely (i.e. not more than once a year) travel by bus, compared to 65% in 2014 and 56% in 2012. This decrease in bus use also appears consistent across different journey types.

11. In terms of national comparisons, local bus use compares less favourably, with nationally 27% of respondents saying that they use a bus at least once a week (compared to 13% locally). 47% said they use a bus less than once a year or never compared to 68% locally (Department for Transport (Sept 2015), National Travel Survey 2014).
12. 18% of residents said they are not interested in using public transport, which suggests amongst some residents there is simply a lack of propensity to use public transport. The groups more likely than other residents to say they are not interested are:
 - Residents aged 65 and over (cited by 27%)
 - White British residents (18% of White British residents compared with 10% of non-White British residents).
 - Residents in lower social grades (cited by 21% of C2DE residents compared with 14% of ABC1 residents)
 - Men (21% of men compared with 14% of women)
13. In some of the open-ended comments, residents also said they preferred to drive or that it was more convenient for them to use their own car, suggesting that access to a car and ease of driving may act as a barrier to using public transport. Also, a small number of comments were received in which elderly or disabled residents said they do not use public transport because it is not practical for them. For example, wheel chair access is an issue or they feel uncomfortable travelling on public transport due to being partially sighted or blind.
14. Market research was undertaken early in 2016 amongst users of community transport, Dial a Ride and CBC Fleet services to establish what residents were using the transport for. The outcome of this market research can be found at Appendix 4.

Other Considerations

15. As Central Bedfordshire Council does not have a PTS from the outset consideration has been given to how we best support our residents to have access to the form of transport they require to meet their needs.
16. In order to establish what alternatives are available to public bus routes meetings were held with various groups to establish what offer they already provide in relation to transport for residents.
17. There are a number of Village Care Schemes across Central Bedfordshire that have a transport provision within them. Residents can access these schemes on an ad hoc basis in order to access transport for medical appointments, shopping and leisure trips.
18. Community Transport providers such as Wander Bus, Flitta Bus and the Ivel Sprinter also provide transport for all residents with specified time

tables and routes. These are generally determined by local demand but the usage would not allow a route to be operated commercially.

19. Qualifying residents can sign up to membership of one of the 3 Dial a Ride operators in Central Bedfordshire. These are door to door services bookable with the operator.
20. Home to day setting transport for qualifying clients is provided by Fleet Services.
21. Consideration was also given to the times of usage and the cost of subsidy per journey for the different public bus routes across CBC. This information was used to inform the new network of core, secondary and least-used routes with subsidies determined by a Subsidised Bus Service Assessment Process.

Reason/s for decision

22. The strategy has been informed by public responses and those from other interested parties whilst ensuring that funding for road based transport in Central Bedfordshire is fair and transparent and meets the needs of residents and represents value for money

Council Priorities

23. promote health and well being and protect the vulnerable

The PTS refers to users of road based 'public' transport such as commercially operated local bus routes and community transport as well as fleet transport for the provision of home to school transport and home to day setting transport for vulnerable children and adults.

24. great universal services – bins, leisure and libraries

Central Bedfordshire Council does not have a current Passenger Transport Strategy (PTS) and is therefore in the process of developing one. The aim of the PTS is to deliver transport services that are safe, effective and fit for purpose and provide a framework for decision making processes in relation to all PTS services.

25. The PTS will be developed alongside and sit within the Central Bedfordshire Local Transport Plan (LTP) which is also currently under review. The PTS will set out the Council's objectives for passenger transport in the Central Bedfordshire area and will be supported by relevant policies and best practice.
26. value for money – freezing council tax

The PTS will put in place transparent process for the allocation of public monies to subsidise bus routes and provide funding for dial a ride schemes

Corporate Implications

27. By adopting the Passenger Transport Strategy Central Bedfordshire Council will be transparent in how it takes decisions in relation to how we spend public monies on these services.

Legal Implications

29. The allocation of funding for a service provision can be contentious issue when proposals are made for reduction in the service or withdrawal of funding for the service. Decision makers must have regard to the impact such proposals have on their community and the main legal implications that the Council has, when deciding on funding a service such as transport, is it must continue to comply with its duties under equalities legislation, with duties to provide services to children or adults, who may be disabled or vulnerable and who require transport for school or to access other services. The Council should also consult to an extent in respect of changes to a service provision and with those who are likely to be impacted. Consideration should be given to responses to a consultation as part of the decision making process.
30. It is understood that significant consultation has taken place in respect of this Passenger Transport Strategy including advertising, online, in newspapers, on buses, as well as actually within the vehicles that are currently subsidised. Neighbouring authorities have been advised, an Equality Impact Assessment has been completed and representatives from Children's Services, Adult Social Care and Transport have also been consulted so this Strategy links in with other statutory policies the Council has (e.g. the Local Transport Plan).
31. The Draft Passenger Transport Strategy 2016 has been developed in response to and taking account of information obtained as part of this consultation from various sources and as such has been developed to reduce the risk of legal challenge, whilst also exploiting to the fullest extent, the resources available. An example of this is the fact the Strategy proposes to prioritise routes with a proven demand from elderly/disabled adults over least used or commercially viable routes and what falls into one category or the other is based on information gathered through the consultation process. Members can also see for themselves the responses given and can take account of the information from service users.
32. As people have had their chance to comment, the risk of challenge has been minimised. Please note however that it cannot be completely eliminated where some routes will change and not everyone can be provided with the service they wish. Nonetheless, the amount of

consultation that has taken place, having the Strategy itself and Members considering all the information before they make a decision, means that the Council can defend any such challenge

Financial Implications

33. In the current revenue Medium Term Financial Plan the following budget efficiencies were agreed at Council in February 2016.
34. Concessionary Fares Changes - £10k in 17/18
35. Reduction in public bus subsidies and move from grant to tender process for dial ride operators: £270k in 17/18, £100k in 18/19 and £100k in 19/20. By adopting the new network of core, secondary and least-used routes with subsidies determined by a Subsidised Bus Service Assessment Process
36. More efficient use of Fleet Services: £60k in 16/17 and £57k in 17/18, this will be done in two ways firstly by ensuring that the routes run by fleet are agreed and reviewed annually with Adult Social care Health and Housing and by rationalising the fleet owned and operated by Central Bedfordshire Council with the adoption of the fleet policy.
37. Home to school transport: £573k in 16/17 these savings are associated with the work being undertaken in relation to available walking routes to school.

Equalities Implications

38. Central Bedfordshire Council has a statutory duty to promote equality of opportunity, eliminate unlawful discrimination, harassment and victimisation and foster good relations in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
39. The results of research and consultation have demonstrated that respondents to the public consultation, which included a strong representation from frequent bus users, older and disabled people, have expressed concerns that the proposals will have an adverse impact in terms of reducing the number of services.
40. Concern has also been expressed that online application processes can be problematic for older and disabled people and many respondents also highlighted that it would cause problems to limit the times when bus passes can be used.

41. Community Transport provision is highly valued by older and disabled people.
42. The conclusions of the EIA support the retention of the existing time frames for bus passes. It is also recommended that whilst encouraging and supporting people to submit online applications whenever possible, a facility should remain to enable paper applications to be submitted in cases where a resident is unable to use the online application process.
43. As part of the introduction of the Subsidised Bus Service Assessment Process it will also be important that the Council facilitates and supports the development of community transport solutions.

Sustainability Implications

44. By ensuring that the most used routes continue to operate for public bus services and rationalising the number of vehicles and journeys undertaken by Council owned fleet vehicles, the strategy will contribute to a reduction in emissions and congestion

Risk Management

45. The adoption of the Passenger Transport Strategy, which has been developed through consultation, will help mitigate the risks of:
 - Non delivery of the Council's priorities
 - Failure to meet legal obligations
 - Failure to address equality and diversity implications
 - Failing to achieve the required budget efficiencies and delivering value for money
 - Reputational risks associated with failing to support the needs of our residents, and Risk of legal challenge

Conclusion and next Steps

46. The responses received from the consultation processes have been used to inform the strategy. The strategy suggests that Central Bedfordshire Council :
 - Adopts a new network of core, secondary and least-used routes with subsidies determined by a Subsidised Bus Service Assessment ProcessSubsidies limited to times of higher passenger demand:
Monday to Friday 8am to 6.30pm
Saturday 8am to 3pm
No subsidies for Sunday services
Where there are impacts on routes currently subsidised we will work with commercial operators to see if the route can be operated on a commercial basis and with other transport providers to prevent any gaps in the network.

- Having reviewed the responses received it is suggested that we do not make any changes to the current Central Bedfordshire Concessionary Pass scheme. This means that Central Bedfordshire resident pass holders will continue to be able to use their passes twenty four hours a day seven days a week.
- Moves to a renewal requirement for concessionary bus passes in an attempt to combat fraudulent use and to prevent distress being caused to residents. In order to ensure that pass holders have access to renew their pass they will be able to be renewed either by post or on line.
- Funding for dial a ride schemes will move from grant funding to a tendered process
- A Fleet Policy will be adopted that will ensure that all vehicles owned leased or hired by Central Bedfordshire Council are managed through Fleet Services
- An annual review of all clients using fleet services transport will be undertaken
- The walking to school routes assessments will be implemented. This is already covered in the already adopted Home to School Transport Policy but has been included in the strategy to ensure transparency.

47. Once the strategy has been adopted changes set out in the strategy will be put in place from April 2017, apart from the available walking assessment process which is already in operation.

48. The tender process for the dial ride operations will be opened in December 2016

Appendices

Appendix A – Passenger Transport Strategy Executive Report

Appendix 1 – Passenger Transport Strategy

Appendix 2 – Response to public consultation

Appendix 3 – Telephone survey responses

Appendix 4 – Market research responses

Appendix 5 – Equalities Impact assessment

Background Papers

The following background papers, not previously available to the public, were taken into account and are available on the Council's website:

None

Central Bedfordshire Council

EXECUTIVE

11th October 2016

Passenger Transport Strategy

Report of Cllr. Brian Spurr Executive Member for Community Services
brian.spurr@centralbedfordshire.gov.uk

Advising Officers: Marcel Coiffait Director of Community Services
marcel.coiffait@centralbedfordshire.gov.uk

Drafting officer: Susan Childerhouse Head of Public Protection & Transport
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This report relates to a Key Decision

Purpose of this report

1. This report sets out the information to help inform members to take a decision in relation to the adoption of a Passenger Transport Strategy for Central Bedfordshire Council

RECOMMENDATIONS

The Executive or Committee is asked to:

1. Adopt the Passenger Transport Strategy for Central Bedfordshire as set out at Appendix 1

Overview and Scrutiny Comments/Recommendations

1. The results of the public consultation on the Passenger Transport Strategy are being reviewed by the Sustainable Communities Overview and Scrutiny Committee on 26 September 2016.

Background

2. On the 5th April 2016 Executive gave permission for a public consultation to take place regarding proposals for subsidising public bus routes, use and renewal of concessionary passes and funding for dial ride providers.
3. The twelve week consultation was undertaken between the 19th April 2016 and the 12th July 2016. There were 1,526 responses to the public consultation. 541 were returned in paper form with 985 completed on line. The survey responses are attached at Appendix 2

4. A telephone survey of residents in Central Bedfordshire was undertaken over a period of a month ending on the 15th August 2016. This survey provides a benchmark of the general population. The survey responses are attached at Appendix 3.
5. The responses received have been used to inform the strategy at Appendix 1

Issues

6. Central Bedfordshire Council does not currently have a Passenger Transport Strategy. The aim of the Passenger Transport Strategy (PTS) is to deliver transport services that are safe, effective and fit for purpose and provide a framework for decision making processes in relation to all PTS services.
7. The PTS will be developed alongside and sit within the Central Bedfordshire Local Transport Plan (LTP) which is also currently under review.
8. The Strategy sets out the Council's objectives for passenger transport in the Central Bedfordshire area and will be supported by relevant policies and best practice.
9. The Strategy refers to users of road based public transport such as commercially operated local bus routes and community transport as well as fleet transport for the provision of home to school transport and home to day setting transport for vulnerable children and adults

Scope of the Strategy

- Subsidised Public Transport
- Concessionary Fares
- Community Transport
- Home to School Transport – Available Walking Routes
- Fleet Services and Operations

Information used to inform the Strategy

10. In addition to using the responses to the various consultations undertaken other surveys and market research have been used.
11. In the latest Central Bedfordshire Household Travel survey undertaken in April 2016 it is noted that the usage of public bus services in Central Bedfordshire has declined 68% of residents never or rarely (i.e. not more than once a year) travel by bus, compared to 65% in 2014 and 56% in

2012. This decrease in bus use also appears consistent across different journey types.

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15. Market research was undertaken early in 2016 amongst users of community transport, Dial a Ride and CBC Fleet services to establish what residents were using the transport for. The outcome of this market research can be found at Appendix 4.

Other Considerations

16. As Central Bedfordshire Council does not have a PTS from the outset consideration has been given to how we best support our residents to have access to the form of transport they require to meet their needs.
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22. Consideration was also given to the times of usage and the cost of subsidy per journey for the different public bus routes across CBC. This information was used to inform the new network of core, secondary and least-used routes with subsidies determined by a Subsidised Bus Service Assessment Process.

Reason/s for decision

23. The strategy has been informed by public responses and those from other interested parties whilst ensuring that funding for road based transport in Central Bedfordshire is fair and transparent and meets the needs of residents and represents value for money

Council Priorities

24. promote health and well being and protect the vulnerable

The PTS refers to users of road based 'public' transport such as commercially operated local bus routes and community transport as well as fleet transport for the provision of home to school transport and home to day setting transport for vulnerable children and adults.

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Corporate Implications

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30. It is understood that significant consultation has taken place in respect of this Passenger Transport Strategy including advertising, online, in newspapers, on buses, as well as actually within the vehicles that are currently subsidised. Neighbouring authorities have been advised, an Equality Impact Assessment has been completed and representatives from Children's Services, Adult Social Care and Transport have also been consulted so this Strategy links in with other statutory policies the Council has (e.g. the Local Transport Plan).
31. The Draft Passenger Transport Strategy 2016 has been developed in response to and taking account of information obtained as part of this consultation from various sources and as such has been developed to reduce the risk of legal challenge, whilst also exploiting to the fullest extent, the resources available. An example of this is the fact the Strategy proposes to prioritise routes with a proven demand from elderly/disabled adults over least used or commercially viable routes and what falls into one category or the other is based on information gathered through the consultation process. Members can also see for themselves the responses given and can take account of the information from service users.
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Financial Implications

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Equalities Implications

38. Central Bedfordshire Council has a statutory duty to promote equality of opportunity, eliminate unlawful discrimination, harassment and victimisation and foster good relations in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
39. The results of research and consultation have demonstrated that respondents to the public consultation, which included a strong representation from frequent bus users, older and disabled people, have expressed concerns that the proposals will have an adverse impact in terms of reducing the number of services.
40. Concern has also been expressed that online application processes can be problematic for older and disabled people and many respondents also highlighted that it would cause problems to limit the times when bus passes can be used.

41. Community Transport provision is highly valued by older and disabled people.
42. The conclusions of the EIA support the retention of the existing time frames for bus passes. It is also recommended that whilst encouraging and supporting people to submit online applications whenever possible, a facility should remain to enable paper applications to be submitted in cases where a resident is unable to use the online application process.
43. As part of the introduction of the Subsidised Bus Service Assessment Process it will also be important that the Council facilitates and supports the development of community transport solutions.

Sustainability Implications

44. By ensuring that the most used routes continue to operate for public bus services and rationalising the number of vehicles and journeys undertaken by Council owned fleet vehicles, the strategy will contribute to a reduction in emissions and congestion

Risk Management

45. The adoption of the Passenger Transport Strategy, which has been developed through consultation, will help mitigate the risks of:
 - Non delivery of the Council's priorities
 - Failure to meet legal obligations
 - Failure to address equality and diversity implications
 - Failing to achieve the required budget efficiencies and delivering value for money
 - Reputational risks associated with failing to support the needs of our residents, and Risk of legal challenge

Conclusion and next Steps

46. The responses received from the consultation processes have been used to inform the strategy. The strategy suggests that Central Bedfordshire Council :
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Monday to Friday 8am to 6.30pm
Saturday 8am to 3pm
No subsidies for Sunday services
Where there are impacts on routes currently subsidised we will work with commercial operators to see if the route can be operated on a commercial basis and with other transport providers to prevent any gaps in the network.

- Having reviewed the responses received it is suggested that we do not make any changes to the current Central Bedfordshire Concessionary Pass scheme. This means that Central Bedfordshire resident pass holders will continue to be able to use their passes twenty four hours a day seven days a week.
- Moves to a renewal requirement for concessionary bus passes in an attempt to combat fraudulent use and to prevent distress being caused to residents. In order to ensure that pass holders have access to renew their pass they will be able to be renewed either by post or on line.
- Funding for dial a ride schemes will move from grant funding to a tendered process.
- A Fleet Policy will be adopted that will ensure that all vehicles owned leased or hired by Central Bedfordshire Council are managed through Fleet Services
- An annual review of all clients using fleet services transport will be undertaken
- The walking to school routes assessments will be implemented. This is already covered in the already adopted Home to School Transport Policy but has been included in the strategy to ensure transparency.

47. Once the strategy has been adopted changes set out in the strategy will be put in place from April 2017, apart from the available walking assessment process which is already in operation.

48. The tender process for the dial ride operations will be opened in December 2016

Appendices

- Appendix 1 – Passenger Transport Strategy
- Appendix 2 – Response to public consultation
- Appendix 3 – Telephone survey responses
- Appendix 4 – Market research responses
- Appendix 5 – Equalities Impact assessment

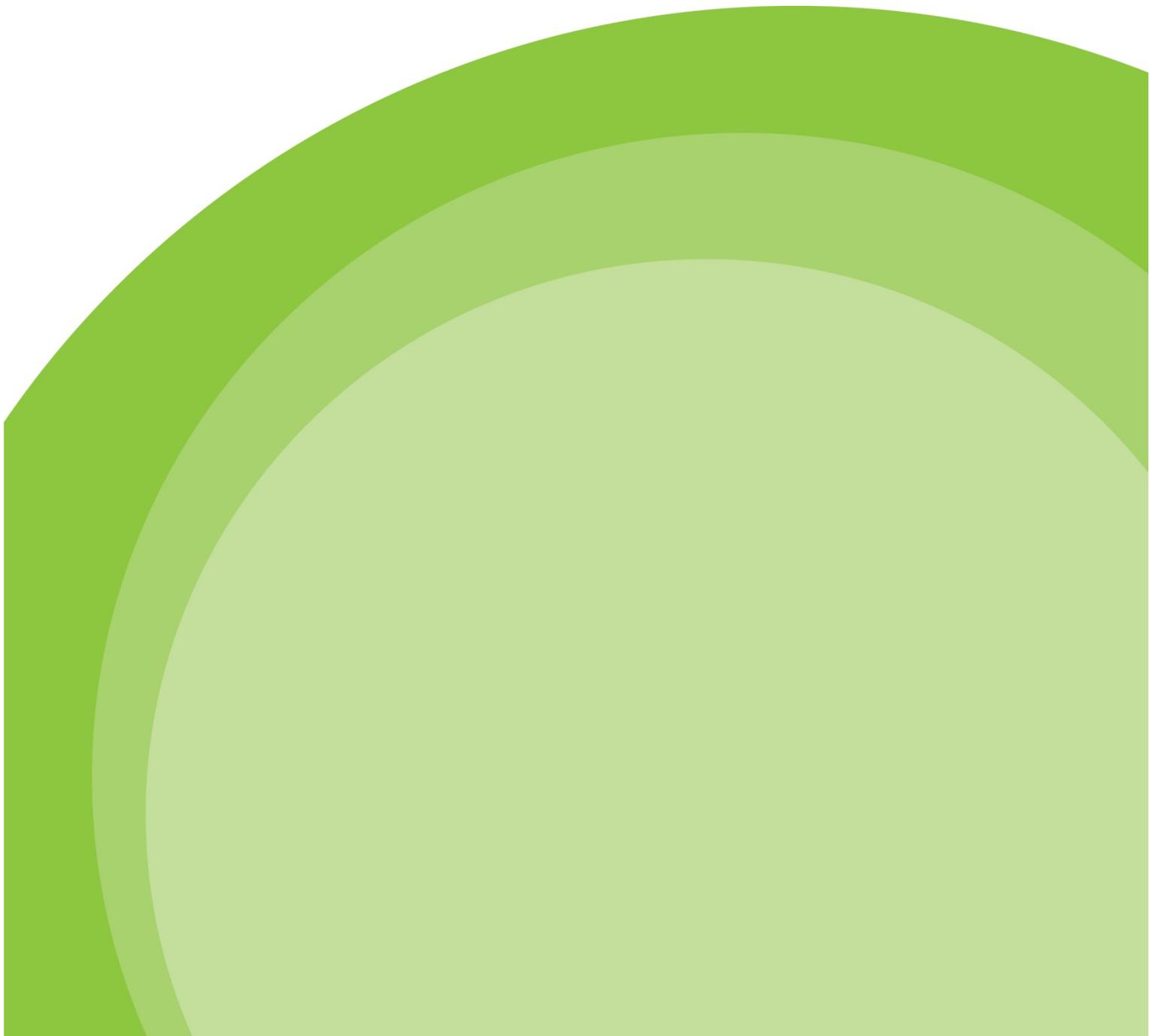
Background Papers

The following background papers, not previously available to the public, were taken into account and are available on the Council's website:

None



Draft Passenger Transport Strategy 2016



Executive Summary

The Passenger Transport Strategy aspires to

- Support residents to access employment and services they need to live well through a range of passenger transport services
- Ensure that residents at risk of isolation and deprivation are able to access the transport they need
- Support and strengthen a mixed economy of transport services, including commercial, voluntary, community and subsidised options.
- Achieve value for money for residents and council tax payers

Subsidised Bus Services

- Network of core, secondary and least-used routes with subsidies determined by a Subsidised Bus Service Assessment Process
- Subsidies limited to times of higher passenger demand:
Monday to Friday 8am to 6.30pm
Saturday 8am to 3pm
No subsidies for Sunday services

Concessionary Travel

- Allow free travel for Central Bedfordshire Council residents bus pass holders twenty four hours per day seven days per week
- Changes to travel pass issue and renewal:
No automatic renewal
Option to undertake online applications from April 2017

Community Transport

- Introduce clear and transparent tender process for awarding of funding to support Dial a Ride services
- Encourage voluntary community bus service providers to take on additional services

Fleet Services and Operations

- Adopt a Fleet Services Policy for Central Bedfordshire Council that ensures that all fleet vehicles owned leased or hired are bought and managed through Fleet Services.
- Undertake an annual review of all clients transported on behalf of Adult Social Care Health and Housing

Home to School Transport Walking Routes

- Assessment criteria for available routes confirmed

Smarter Procurement for School Transport

- Move from use of frameworks to a Dynamic Purchasing Scheme

Introduction

The aim of the Passenger Transport Strategy (PTS) is to deliver transport services that are safe, effective and fit for purpose and provide a framework for decision making processes in relation to all PTS services.

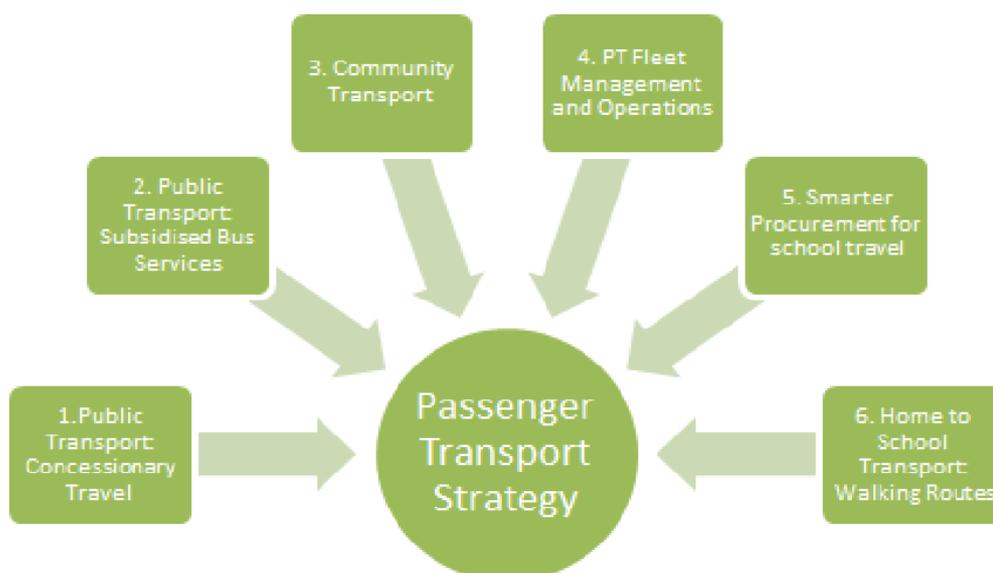
The Strategy will be developed alongside and sit within the Central Bedfordshire Local Transport Plan (LTP) which is also currently under review.

The Strategy sets out the Council's objectives for passenger transport in Central Bedfordshire and will be supported by relevant policies and best practice.

The Strategy refers to users of road based 'public' transport such as commercially operated local bus routes and community transport as well as fleet transport for the provision of home to school transport and home to day setting transport for vulnerable children and adults

Scope of the Passenger Transport Strategy

- Subsidised Bus Services
- Concessionary Travel
- Community Transport
- Home to School Transport – Available Walking Routes
- Smarter Procurement for School Transport
- Fleet Services and Operations



Subsidised Bus Services

Subsidies will be determined by a Subsidised Bus Service Assessment Process

The following five key principles are considered in the Subsidised Bus Service Assessment Process to determine how subsidies will be allocated.

i) Available alternatives

Central Bedfordshire Council aims to ensure there is a network of services, with subsidised bus and community bus services provided where there is a proven need to connect people with family, friends and shops.

Duplication of subsidised bus services is avoided in order to improve sustainability. Where there may be currently more than one service from some villages to a number of destinations, priority is given to the service with the highest demand.

An alternative service is considered to be any viable alternative, be it another bus service, community transport, voluntary transport or taxi

ii) Accessibility

Central Bedfordshire Council aims to ensure there is bus service provision in areas where there is proven demand, of more than seven passengers per journey, from older people and people with a disability.

iii) Commercial bus services

The Council encourages the provision of commercial services, providing operators with advice and expert knowledge when required to do so, in preference to subsidising services at taxpayers' expense.

iv) Reducing congestion

An evaluation is made on how many passengers use each journey. There are certain journeys which may have very few or no passengers, but the return journey is quite well used. Therefore an average number of passengers per single journey is considered. With a single journey of an hour in length, an average of seven or more passengers per journey could be considered to be the minimum number of passengers required on average to subsidise a service. Fewer than seven passengers could be accommodated in a taxi or voluntary transport.

Central Bedfordshire Council should ensure that bus services are provided in accordance with the Local Plan.

v) Affordability

With a greater emphasis on a commercially provided bus services, the finances available can be more targeted.

Central Bedfordshire Council takes account of available budgets in determining the frequency of individual services, and the provision of services normally running with less than seven people.

A variable maximum rate will be considered – for example £1.50 per passenger in urban areas within two miles of a town centre; £2.00 per passenger in urban fringe areas within four miles of a town centre; £3.00 per passenger in rural areas. Provision of any service beyond £3.00 per passenger would be assessed on a proven need for social inclusion of older people and people with a disability which could not be met by any other form of transport service.

Creation of a network of core, secondary and least-used routes

A network of core, secondary and least-used routes will be created as part of the Subsidised Bus Service Assessment Process with priority being given to services on the core and secondary network.

Core Network

There will be a core network across Central Bedfordshire with a desired minimum of 10 journeys in each direction per day, Monday to Saturday. Core routes (defined as services connecting major towns with a proven demand for 10 or more journeys in each direction per day) will be expected to be mainly commercially provided, although subsidy may be required in some instances to maintain the desired minimum frequency.

Secondary Routes

Secondary routes will be feeder services to a local town where there are shopping facilities and connections to the core network. Such services would have a desired minimum lower frequency, possibly four journeys in each direction per day Monday to Friday **between 8am and 6.30pm** when there is higher demand; and two journeys in each direction per day Saturday.

Least-used Routes

Least-used routes would be seen as infrequent services where there is limited demand, necessary for social inclusion so people can visit family, friends and shops. Such services would vary from one journey per week to one journey per day, or alternatively would be met by the voluntary sector.

Central Bedfordshire Council will work with bus operators to redraft timetables but will also look at alternative solutions for services bus operators no longer wish to provide, such as community transport and voluntary bus services.

Restrictions to subsidies for Saturday services

Passenger levels on bus services on Saturdays have fallen over the years. In the smaller towns, this is particularly noticeable in the afternoons and evenings.

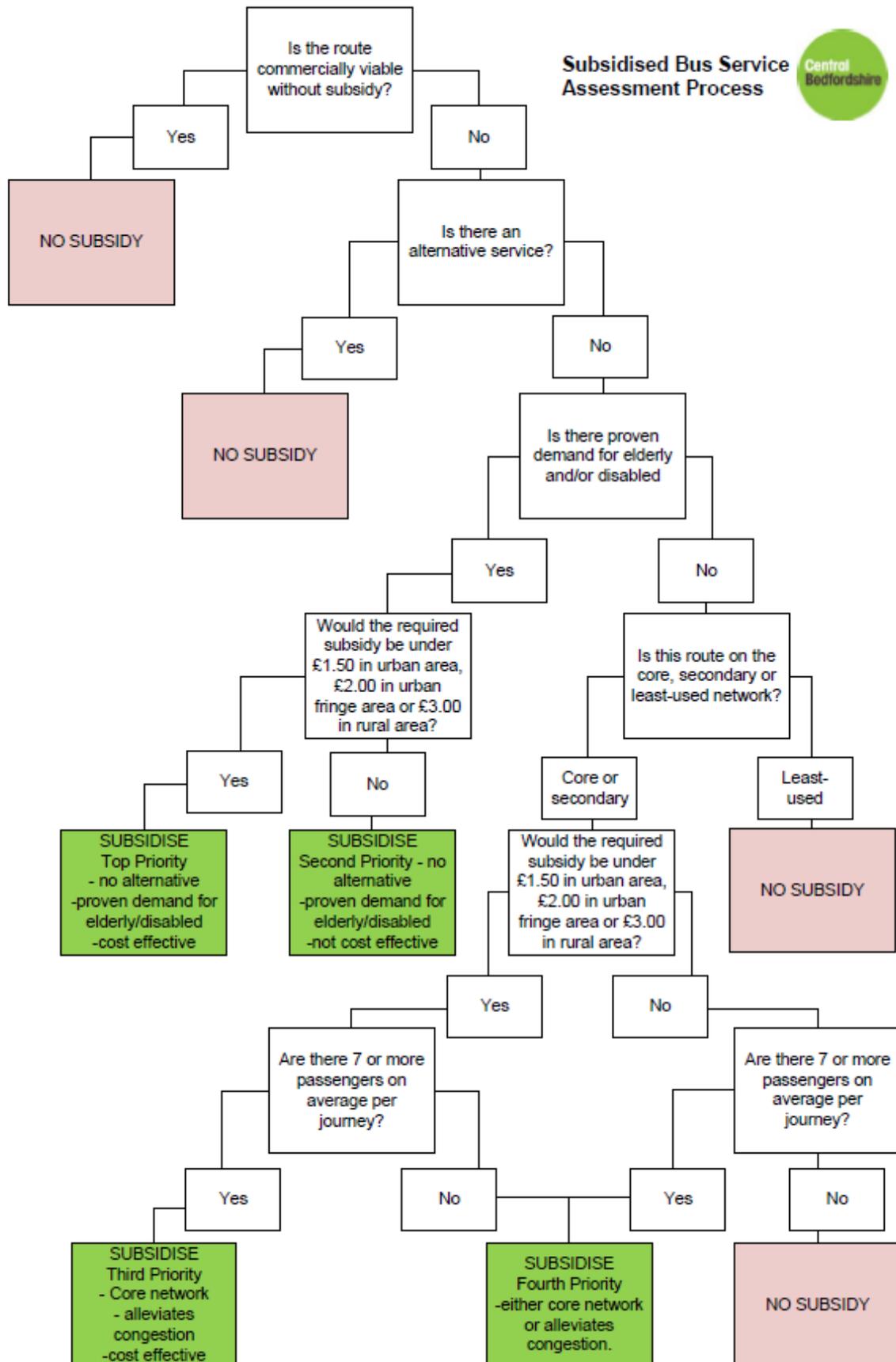
The Council subsidies will be allocated to those times of the week when there is more demand. Due to lower demand on Saturday afternoons and evenings, it is proposed that only commercial services would operate at this time. Subsidies will therefore only be considered for services **between 8am and 3pm**.

There will be no change to services while they are covered by development funding from a Section 106 agreement.

Withdrawal of subsidies for evening and Sunday services

In times of restricted finances, the Council subsidy should be allocated to those times of the week when there is more demand. Evening services after 6.30pm and Sunday services therefore will only be provided on a commercial basis without subsidy.

Evening and Sunday services will continue if they are supported by a Section 106 agreement from new development funding.

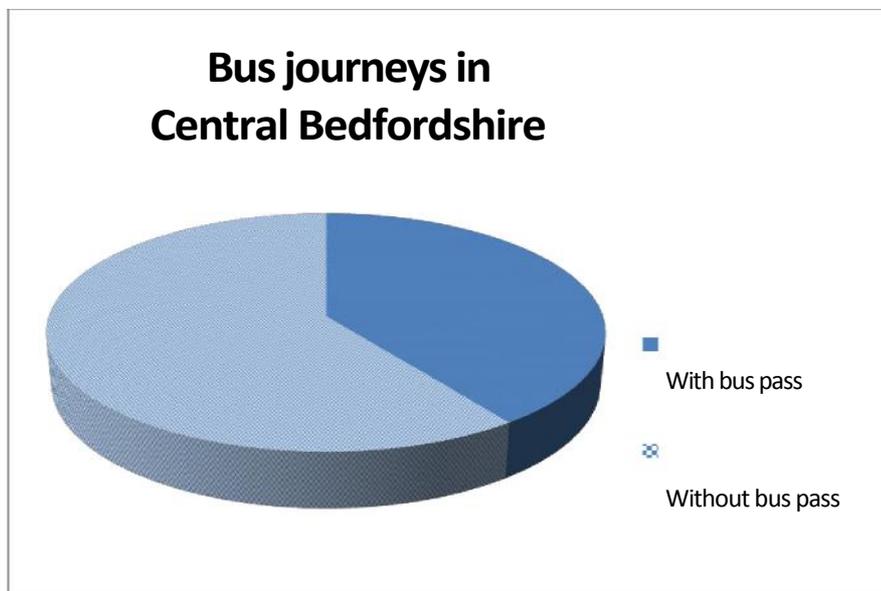


Concessionary Travel

The English National Concessionary Travel Scheme allows free travel on local buses across England for older people (currently those over 63) and people with a disability on Mondays to Fridays between 09:30 and 23:00, and any time on Saturdays, Sundays and Bank Holidays. The age at which residents are entitled to a free travel pass is currently rising, and is the equivalent to the retirement age of women.

The Central Bedfordshire Council scheme also includes the additional discretionary elements:

- Free travel for Central Bedfordshire residents before 09:30 and after 23:00 (Monday to Friday) if the journey starts in Central Bedfordshire or Hertfordshire.
- If mobility is severely impaired so that assistance is required when travelling (either because of age or disability), there is entitlement to a Companion Pass. This allows a companion to travel free with the pass holder in Central Bedfordshire, Hertfordshire, Luton and Bedford.
- Travel on Dial a Ride services, for scheme members, for a special far



- Travel passes are issued free to those entitled who apply. Travel passes have a lifespan of five years, pass holders will need to apply for a new travel pass when renewal is required. This would be free of charge.
- Should a travel pass be lost, there is a fee of £11 (from April 2016) for a replacement. This does not apply if stolen. There are approximately 43,000 pass holders in Central Bedfordshire. Their journeys represent in approximately 40 per cent of all total bus journeys within Central Bedfordshire Council.

Other Concessionary Schemes

Companion Passes

Will continue to be used within and from Central Bedfordshire, and in other local authorities for which an agreement has been made with Central Bedfordshire Council. This currently applies to Bedford, Luton and Hertfordshire. The agreements with other local authorities are subject to change.

Travel Aid

The Travel Aid scheme will continue until it is superseded by bus companies own schemes or changes to Universal Credit.

Community Transport

Dial a Ride

In order to create a clear and transparent process for funding Dial a Ride services, the council will introduce a tender-based system where organisations are invited to provide Dial a Ride proposals for Central Bedfordshire with options for members of the public to pay part of the fare. Market research was undertaken with Community Transport and Central Bedfordshire Council Fleet Service users between 23 November 2015 and the 11 January 2016. The outcomes from this research will be used to inform the requirements for the Dial a Ride service provision going forward.

Voluntary Community Buses

The Council will encourage voluntary service providers to take on additional services which cannot be met by conventional bus services.

Fleet Services & Operations

Fleet Services within Public Protection and Transport provide home to day setting transport for clients from Adult Social Care Health and Housing in order ensure the most efficient use of fleet these routes will be reviewed annually and in line with any changes arising from the day settings being offered by Adult Social Care Health and Housing.

In order to ensure that the Central Bedfordshire Council is making the most efficient use of it's fleet and achieving best value when purchasing leasing or hiring vehicles all fleet procurement and management will be undertaken by Fleet Services in line with the fleet policy.

Home to School Transport

Assessments of available walking routes will be undertaken in line with the criteria set out in the Home to School Transport Policy.

Smarter Procurement for School Transport

Central Bedfordshire Council will tender its home to school transport routes by means of a dynamic purchasing scheme.

Appendix A: Proposed Bus Routes Area Map



Final network will depend upon decisions by commercial bus operators and available budgets

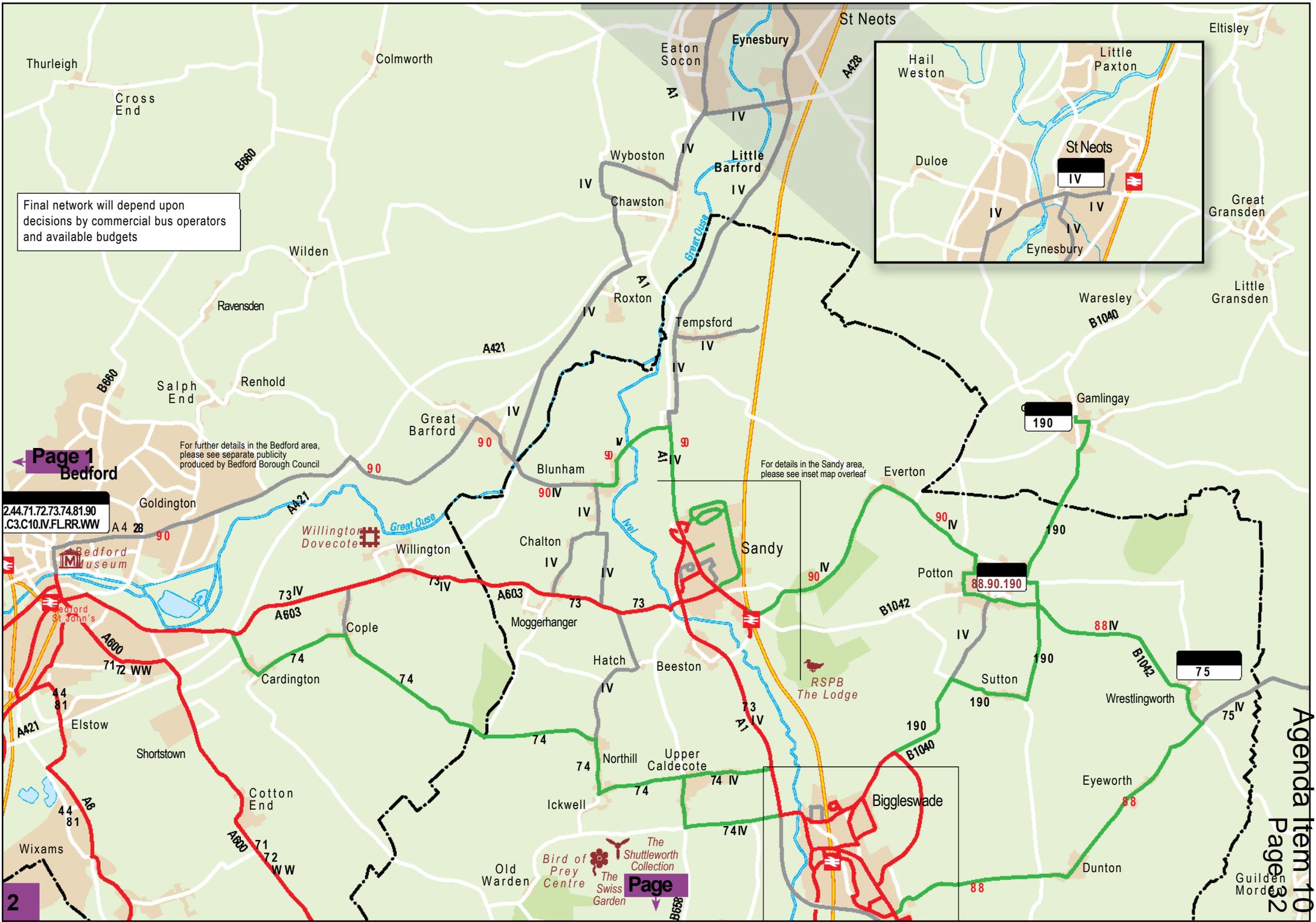


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1



Final network will depend upon decisions by commercial bus operators and available budgets

For further details in the Bedford area, please see separate publicity produced by Bedford Borough Council

For details in the Sandy area, please see inset map overleaf

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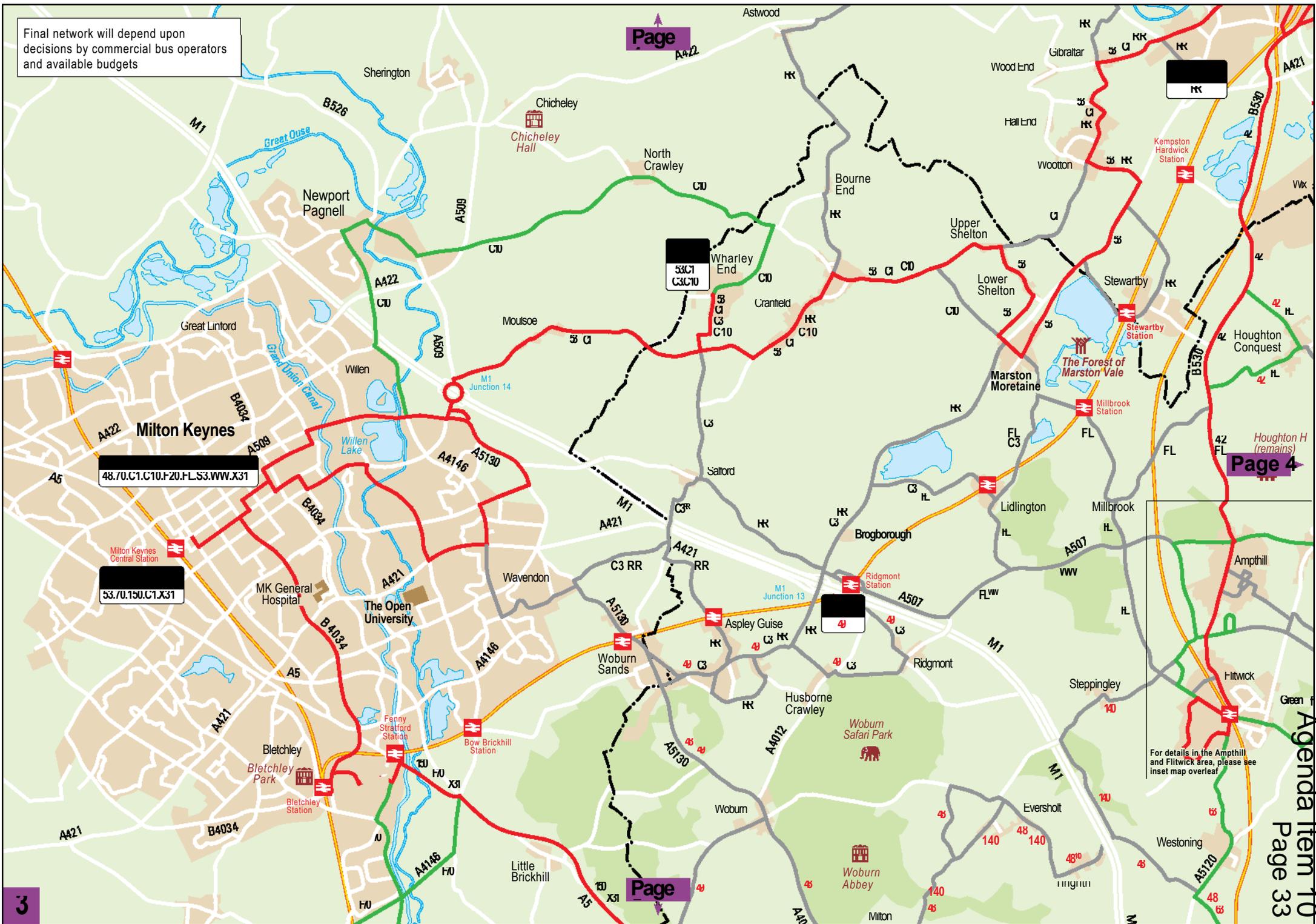
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Final network will depend upon decisions by commercial bus operators and available budgets



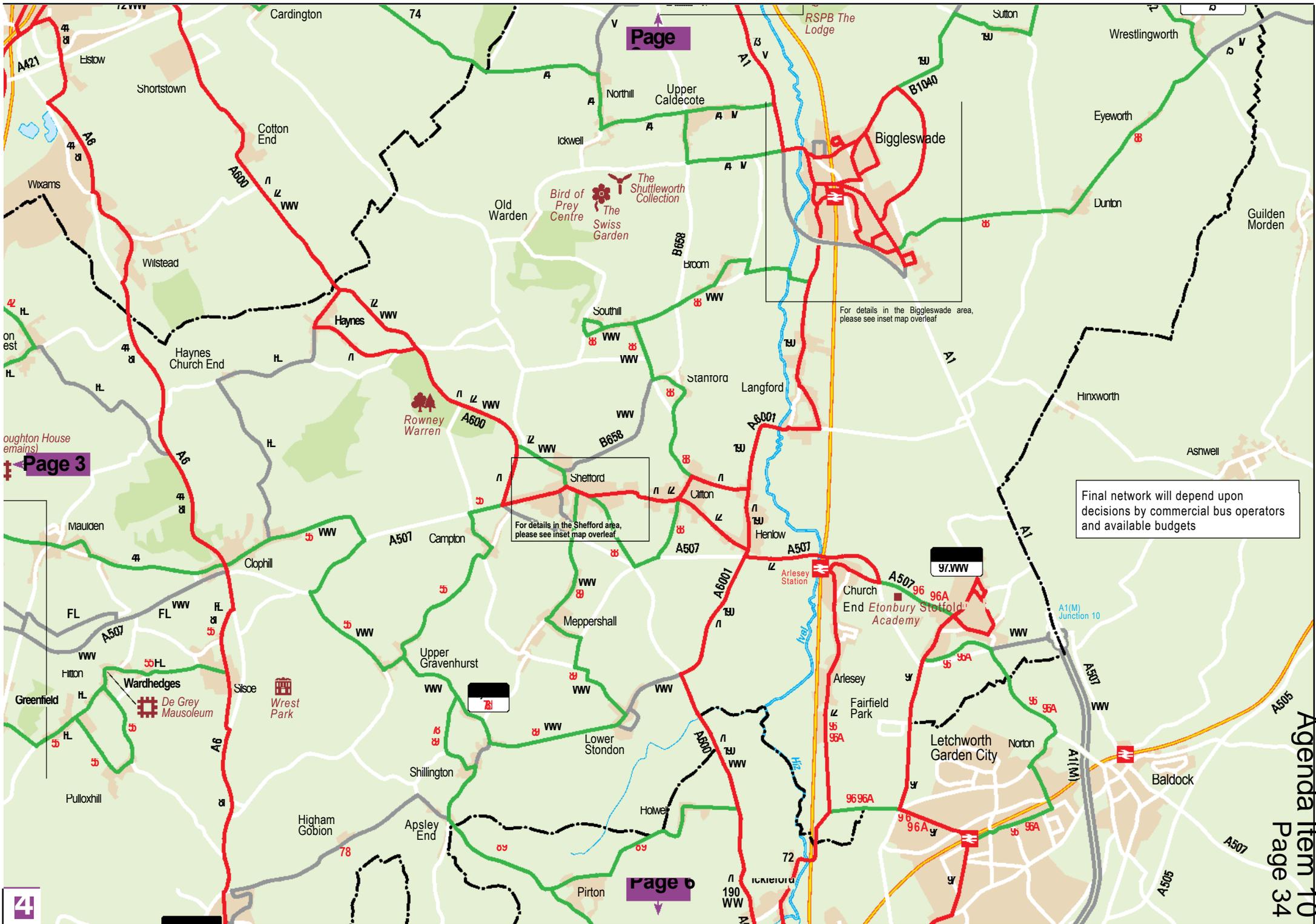
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For details in the Ampthill and Flitwick area, please see inset map overleaf

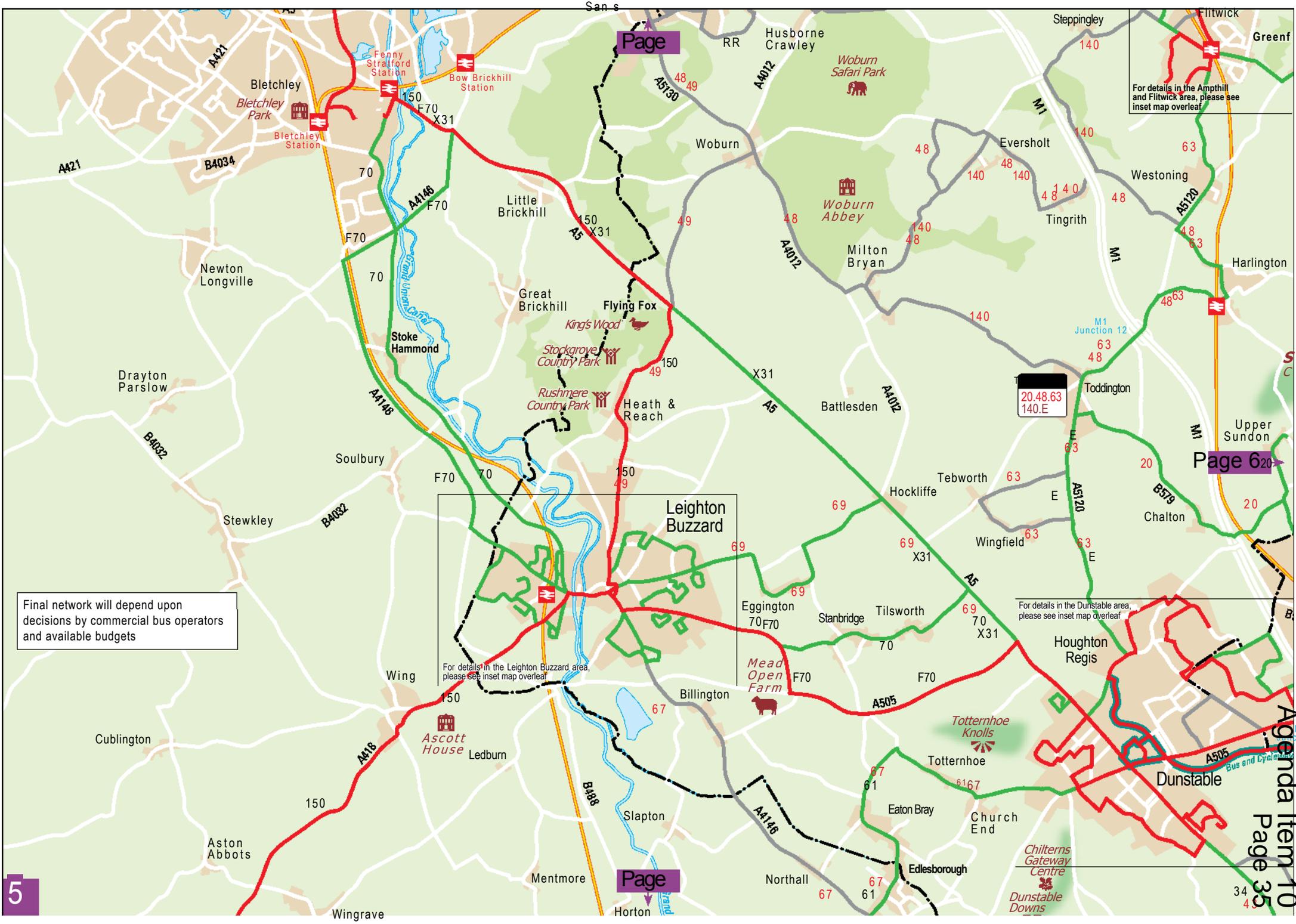
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Final network will depend upon decisions by commercial bus operators and available budgets

For details in the Shefford area, please see inset map overlaid

For details in the Biggleswade area, please see inset map overlaid



Final network will depend upon decisions by commercial bus operators and available budgets

For details in the Leighton Buzzard area, please see inset map overlaid

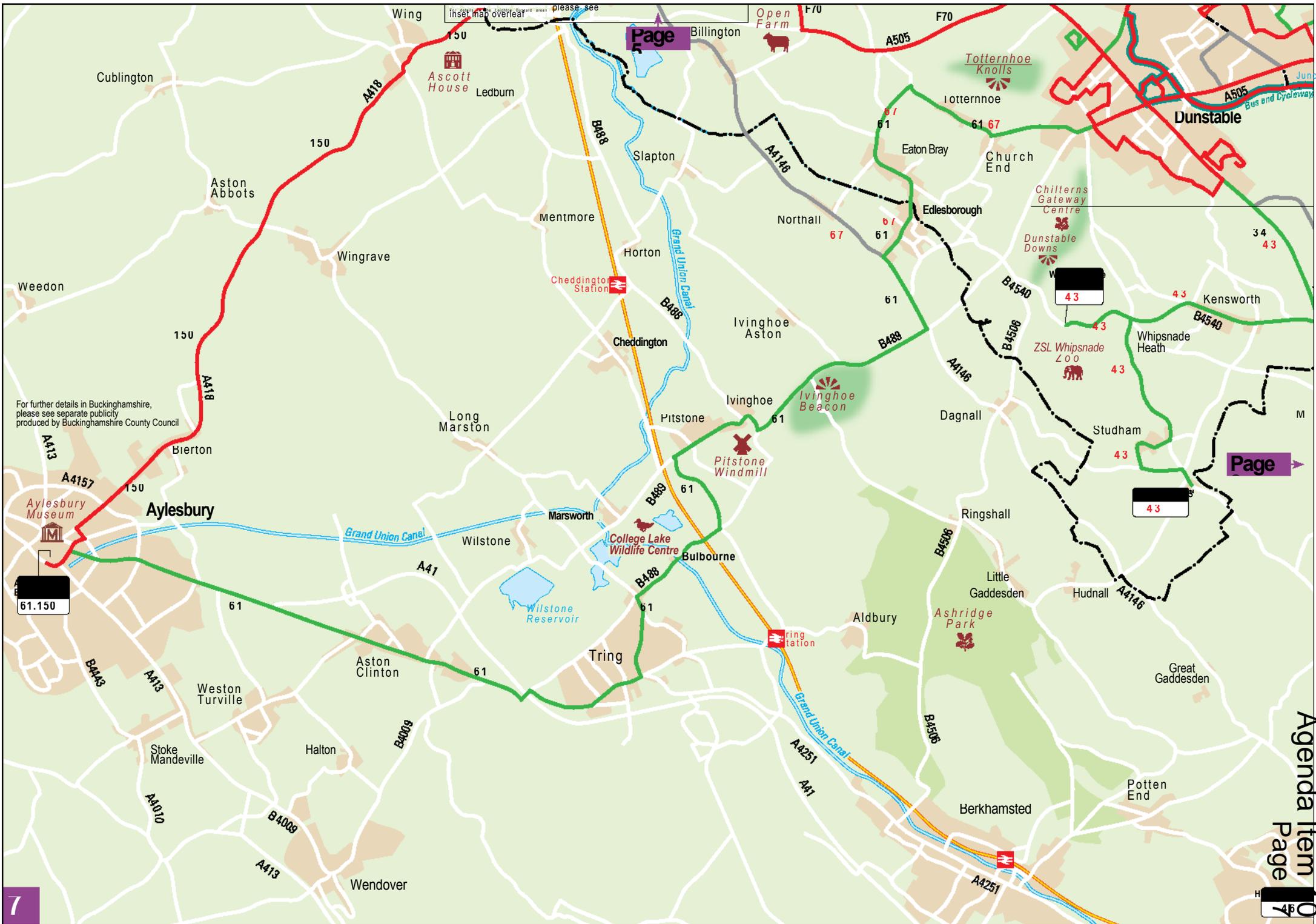
For details in the Dunstable area, please see inset map overlaid

For details in the Ampthill and Flitwick area, please see inset map overlaid

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For further details in Buckinghamshire, please see separate publicity produced by Buckinghamshire County Council

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Page

Key

- Roads served by bus routes
- Core routes
- Secondary routes
- Least used routes

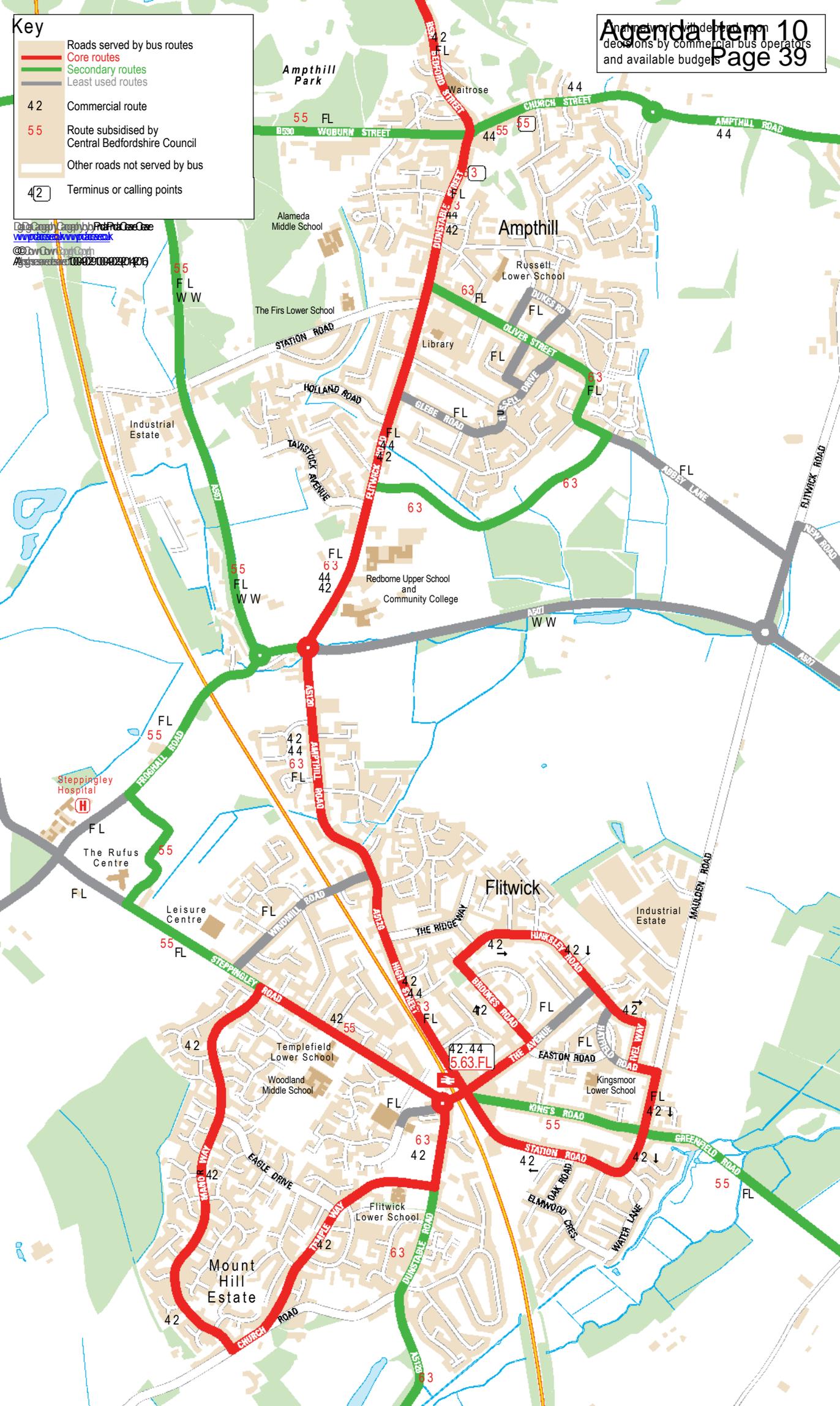
42 Commercial route

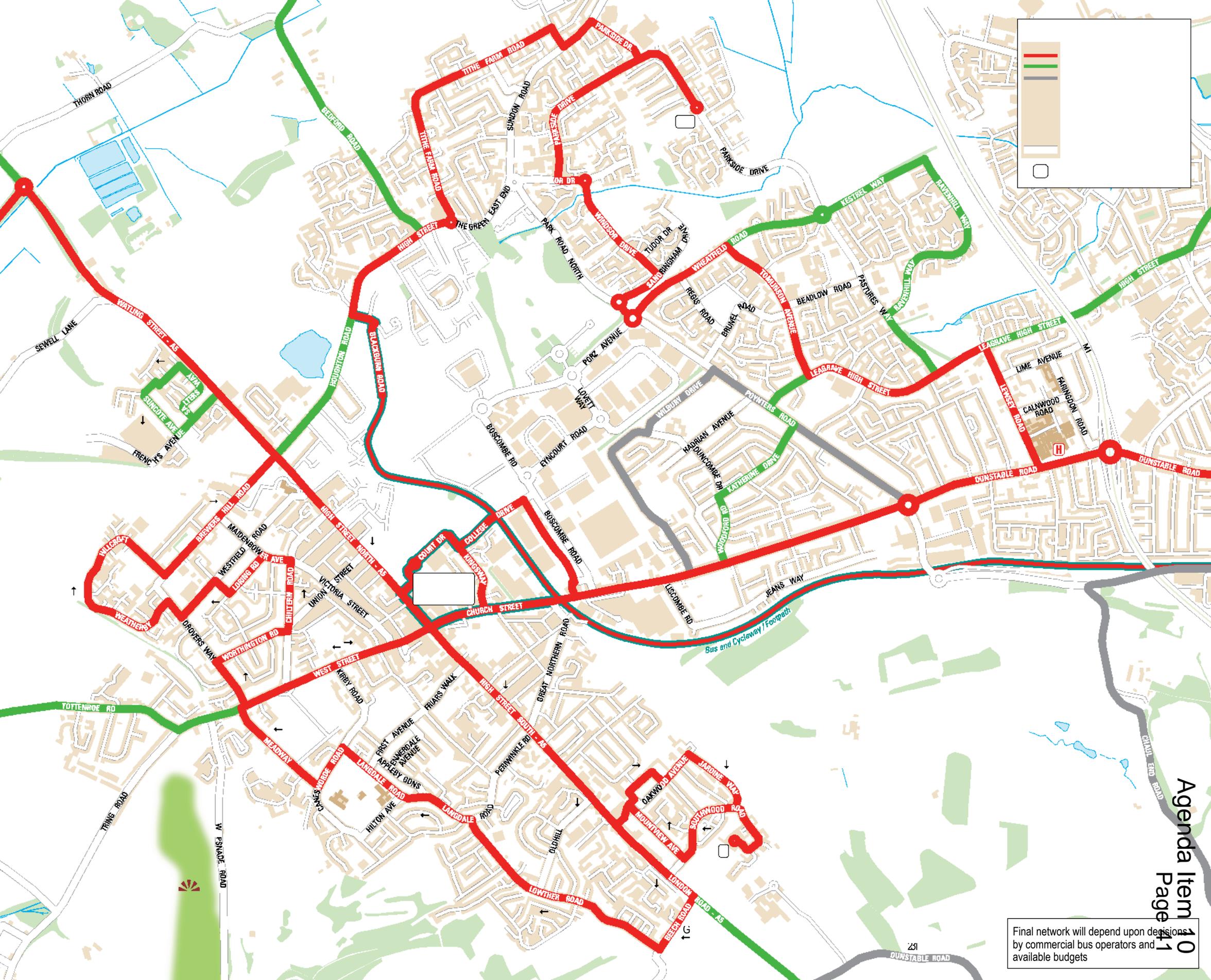
55 Route subsidised by Central Bedfordshire Council

Other roads not served by bus

42 Terminus or calling points

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Legend:

- Red line: Main bus route
- Green line: Secondary bus route
- Grey line: Bus and cycleway/footpath
- Red circle: Bus stop
- White square: Specific building



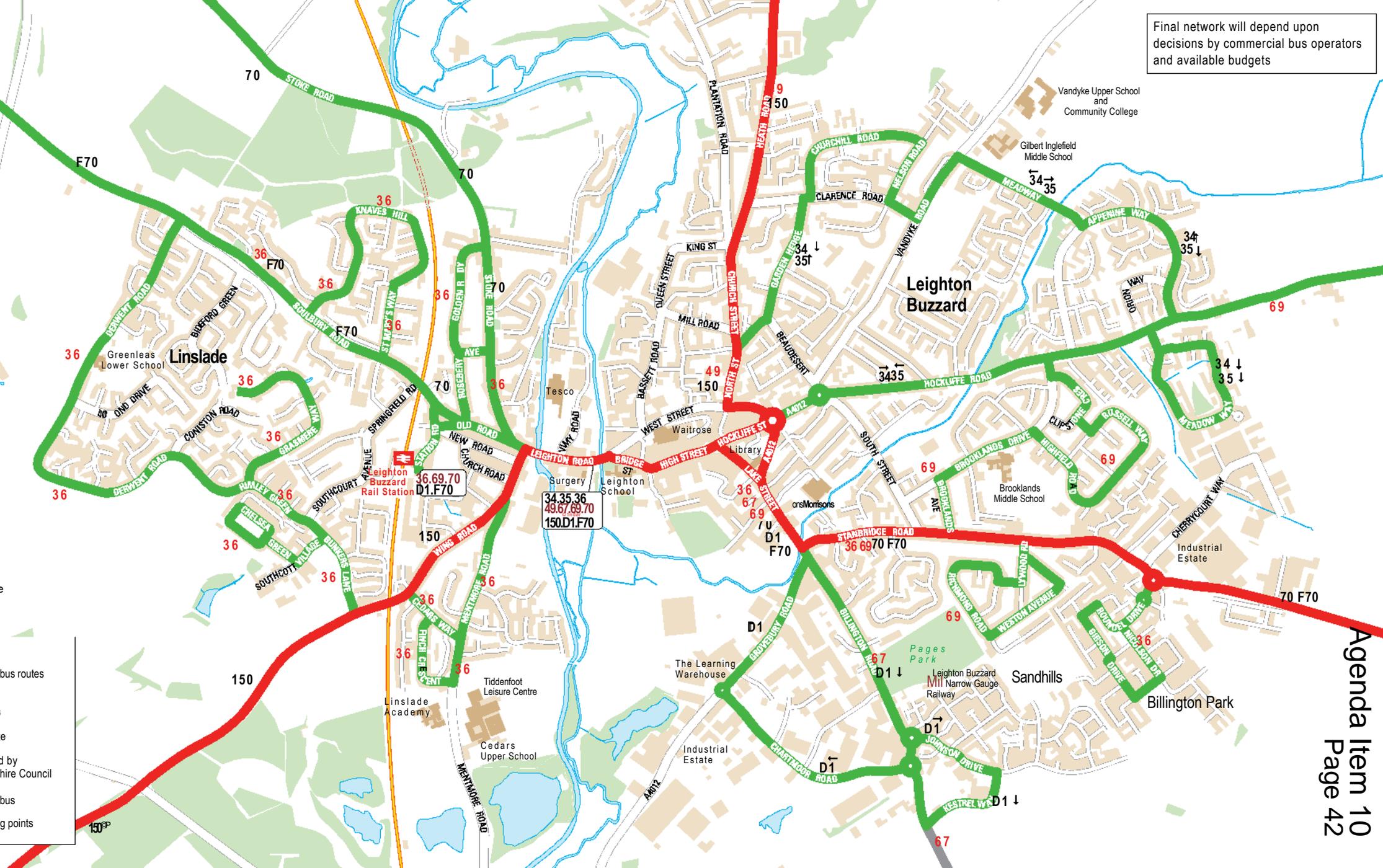
Final network will depend upon decisions by commercial bus operators and available budgets

Final network will depend upon decisions by commercial bus operators and available budgets

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Key

- Roads served by bus routes
- Core routes
- Secondary routes
- Least used routes
- 34 Commercial route
- 69 Route subsidised by Central Bedfordshire Council
- 70 Other roads not served by bus
- 70 Terminus or calling points

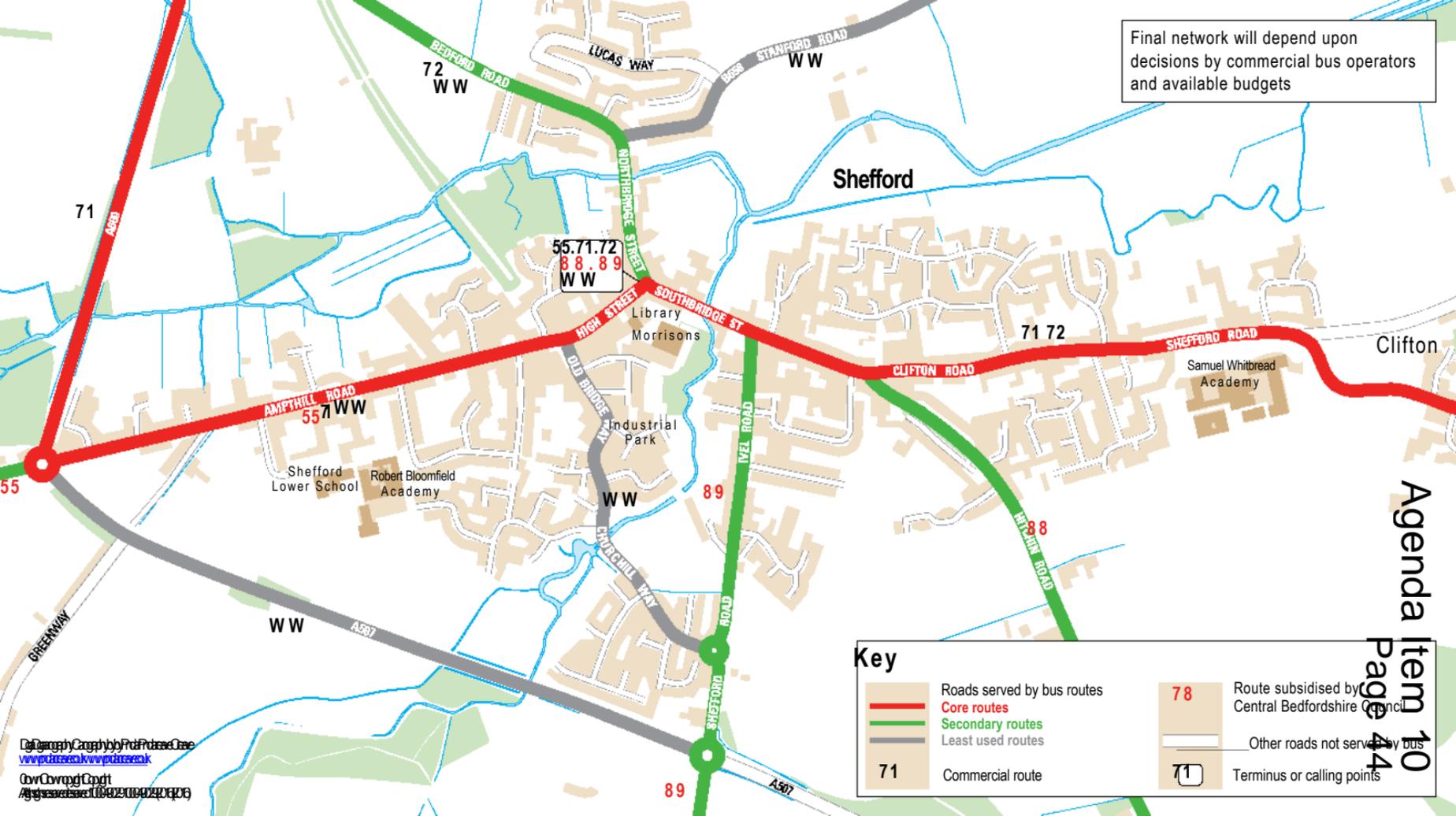




Key

- Roads served by bus routes
- Core routes
- Secondary routes
- Least used routes
- 73 Commercial route
- 90 Route subsidised by Central Bedfordshire Council
- Other roads not served by bus
- 73 Terminus or calling points

Final network will depend upon decisions by commercial bus operators and available budgets



Key

	Roads served by bus routes		Route subsidised by Central Bedfordshire Council
	Core routes		Other roads not served by bus
	Secondary routes		Terminus or calling points
	Least used routes		
	Commercial route		



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Contact us...

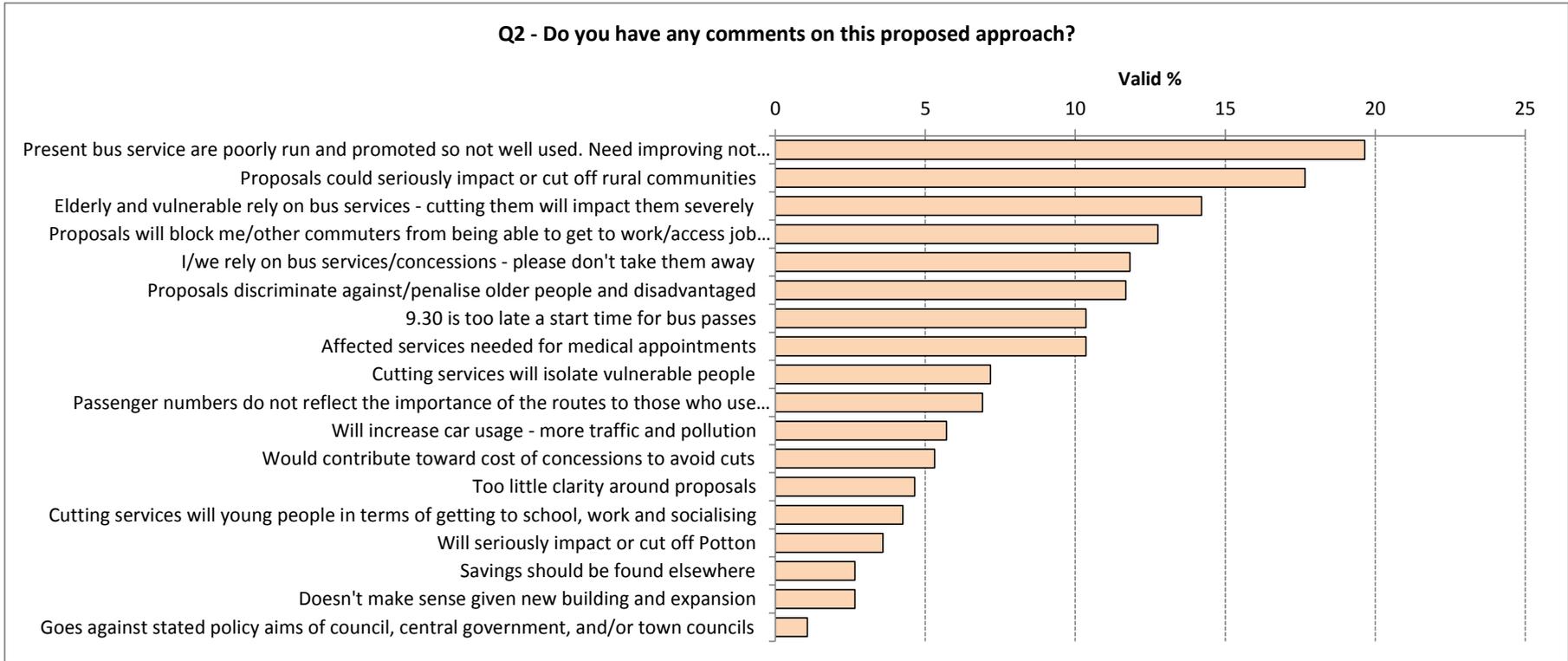
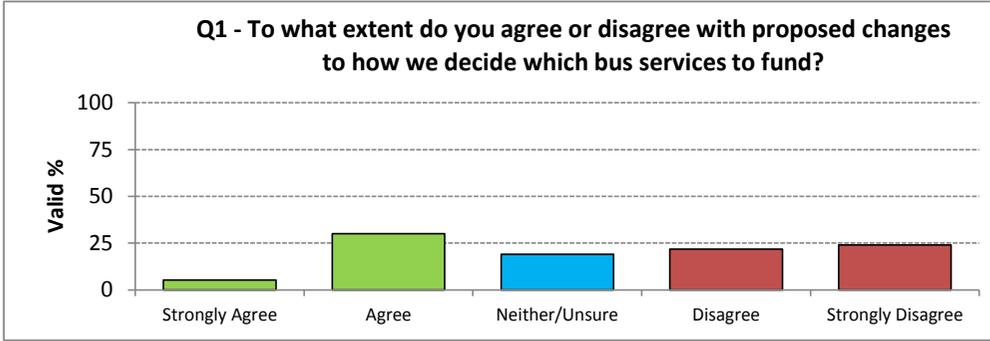
by telephone: 0300 300 8049

by email: Public.transport@centralbedfordshire.gov.uk

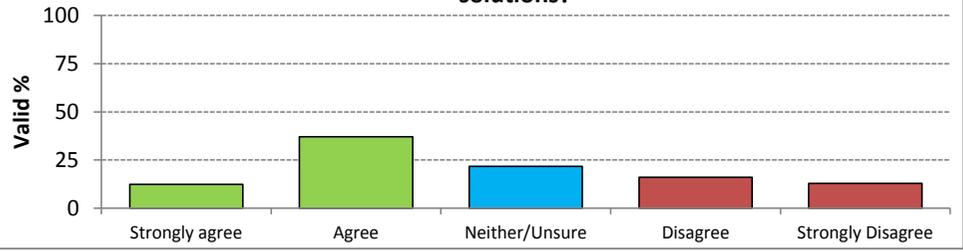
on the web: www.centralbedfordshire.gov.uk

Write to Central Bedfordshire Council, Priory House,
Monks Walk, Chicksands, Shefford, Bedfordshire SG17 5TQ

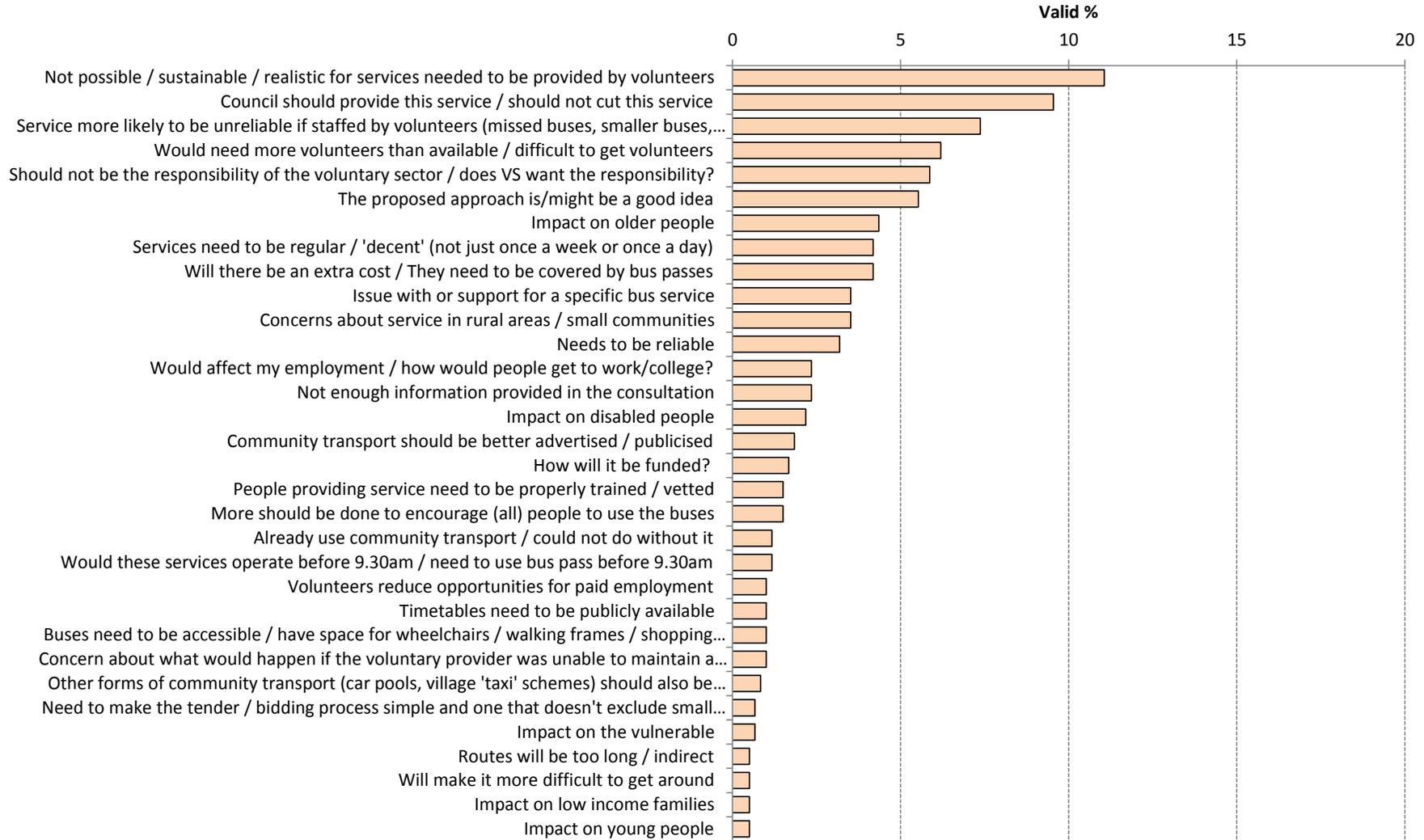
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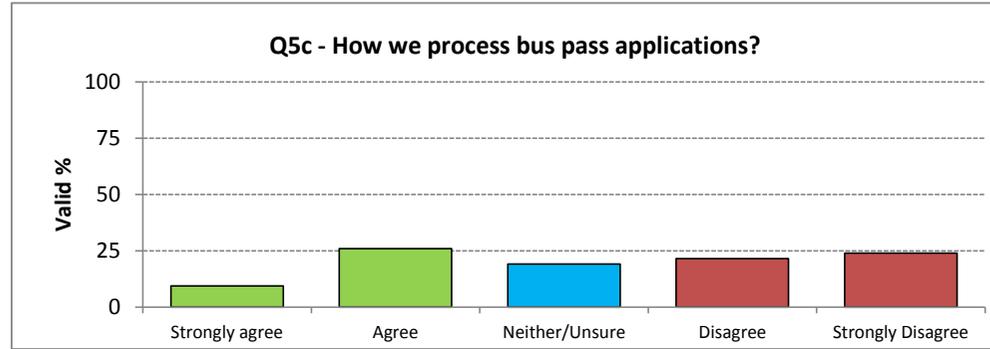
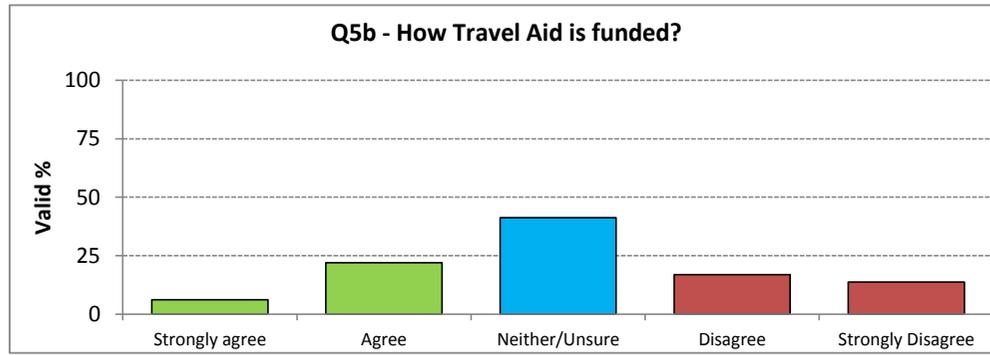
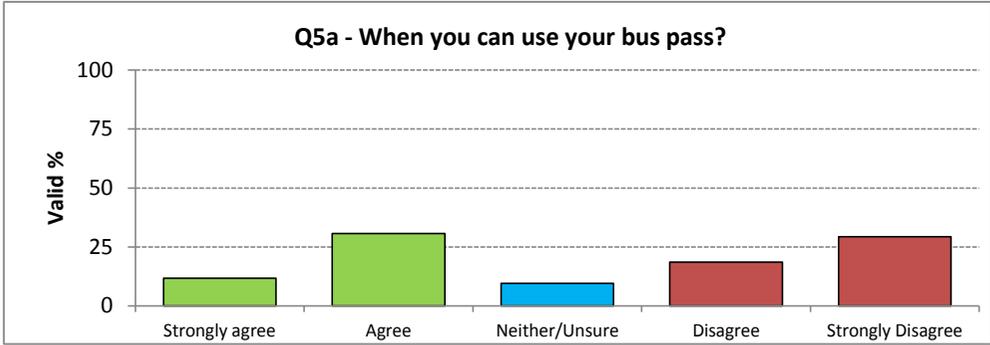


Q3 - To what extent do you agree or disagree with our proposed approach to encouraging more voluntary and community transport solutions?

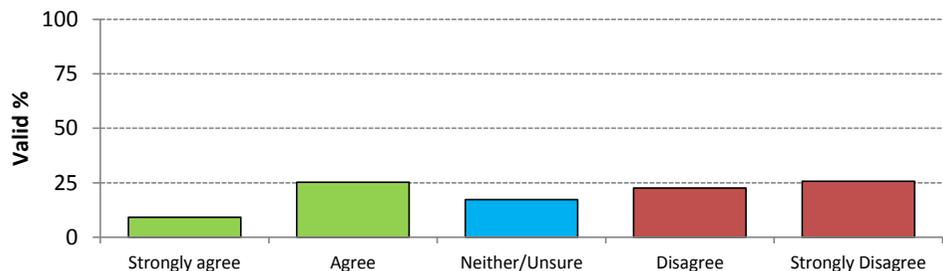


Q4 - Do you have any comments about this proposed approach?

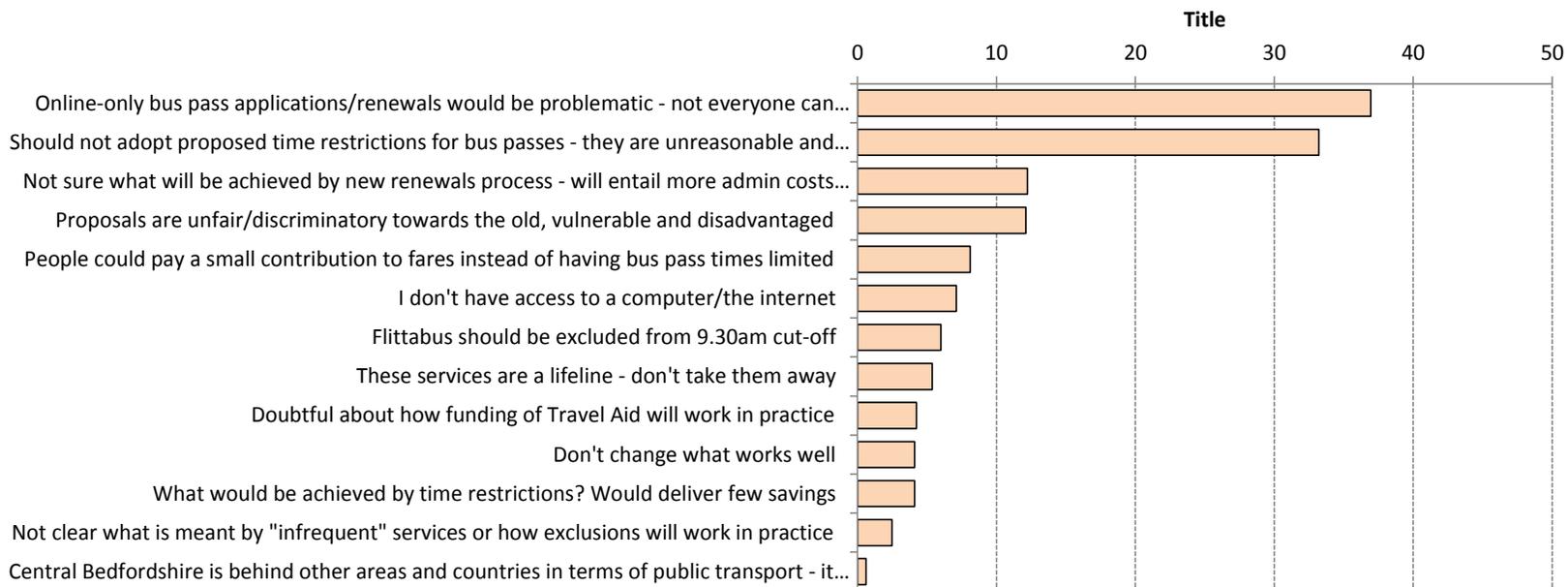


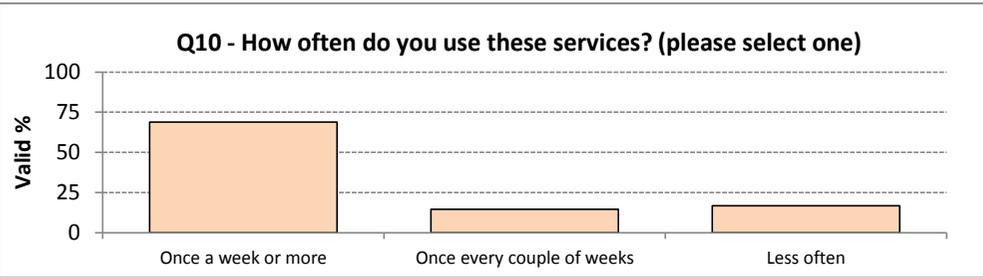
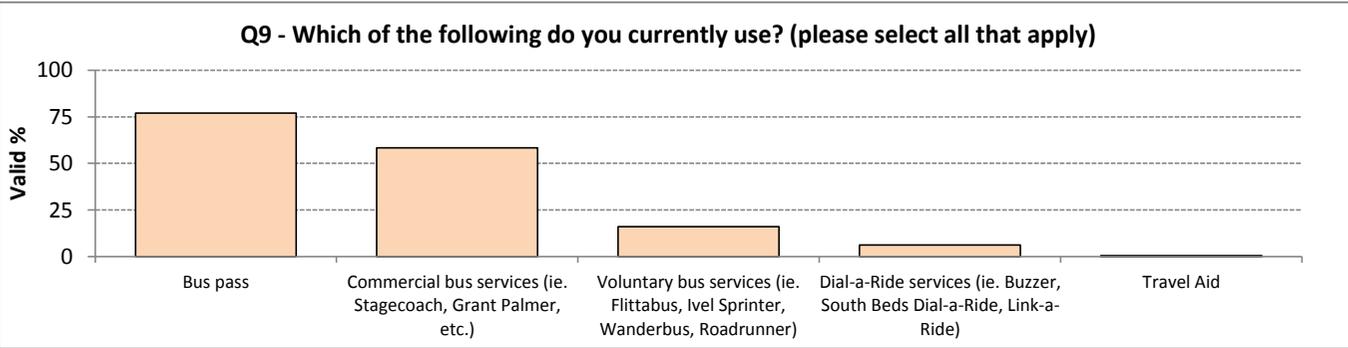
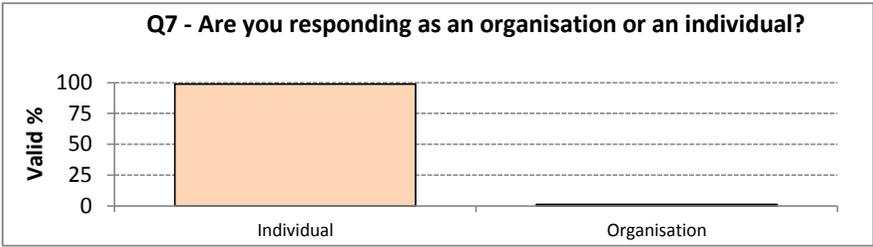


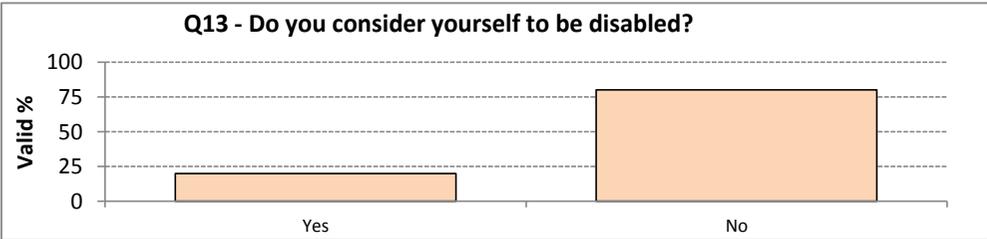
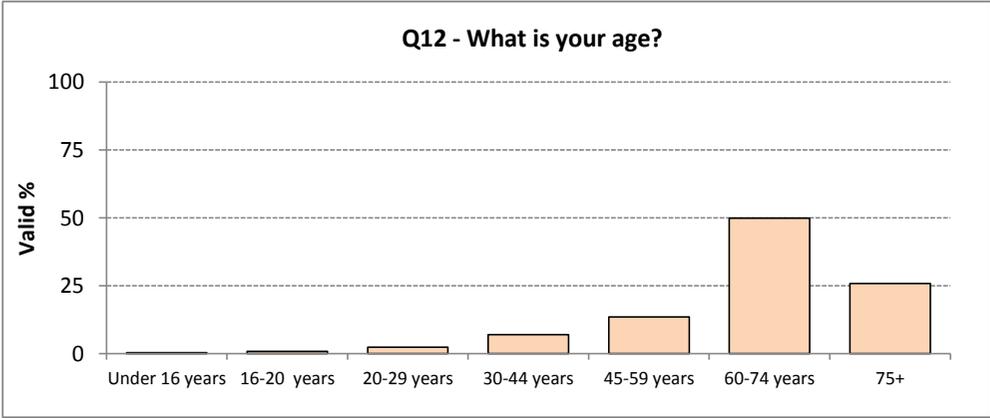
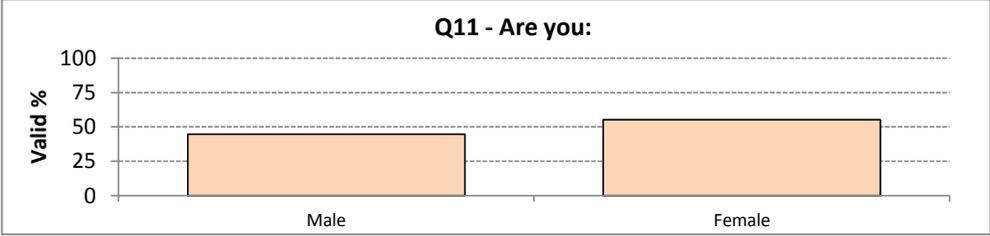
Q5d - How we renew bus passes?

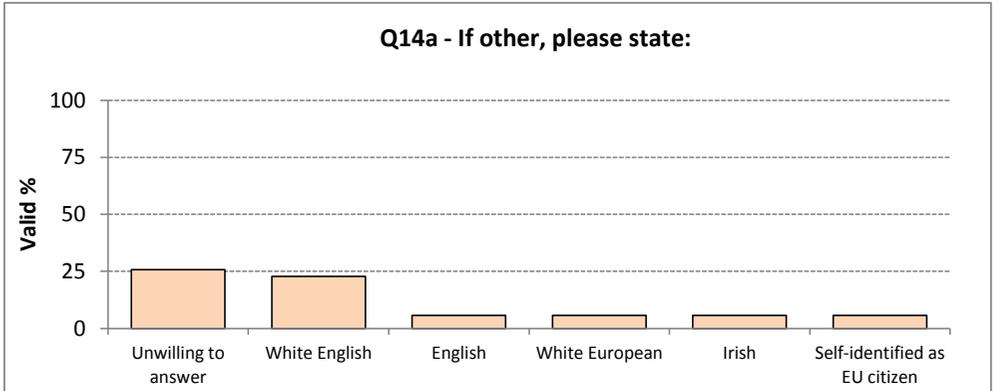
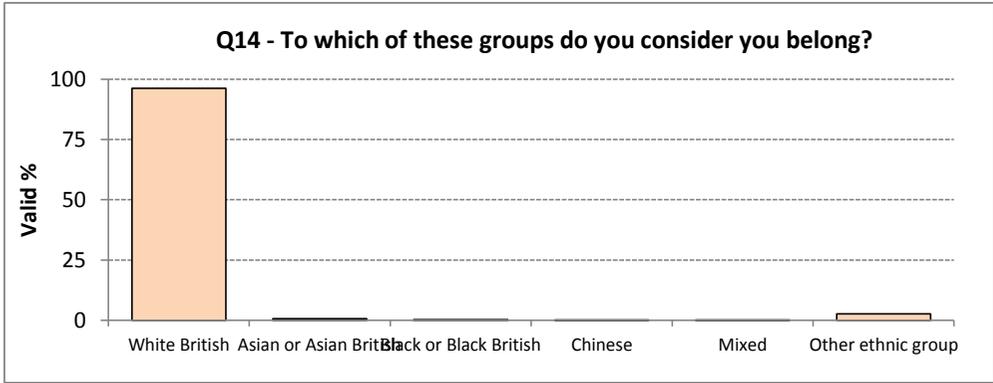


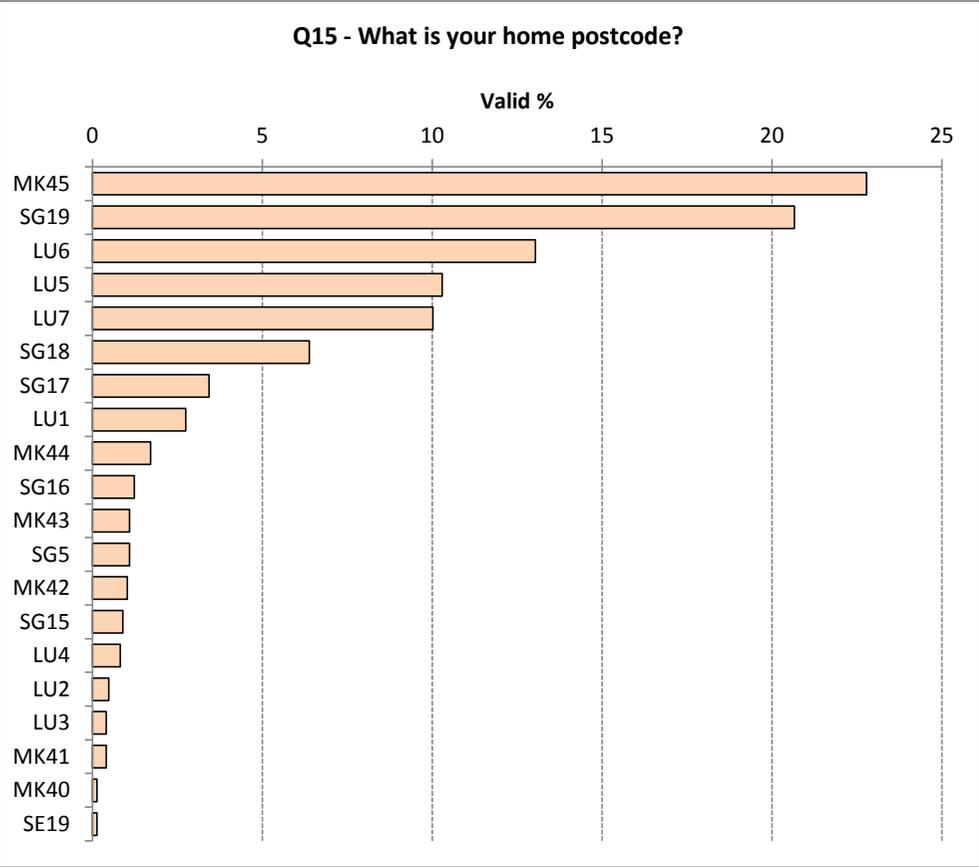
Q6 - Do have any comments on these proposals?











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Central Bedfordshire Council
Passenger Transport Survey – Telephone Survey with Residents
Marked Up Questionnaire – September 2016

Please note that the figures may not always sum to 100% due to rounding.

SUBSIDIES

I'm going to ask you about bus subsidies: Currently 53% of bus services are subsidised by the Council and this costed tax payers about £1.2 million last year. The Council believes this is no longer affordable and is rethinking how bus transport is provided.

INTERVIEWER IF NECESSARY: Subsidies are provided for bus routes which are no longer commercially viable for bus companies to run. A single journey can cost the Council up to £17.50. The Council is not obliged to do this, but historically they have chosen to. This is no longer affordable.

B1

To what extent do you agree or disagree that the Council should review the routes that are currently subsidised?

Strongly agree	21%
Tend to agree	37%
Neither agree nor disagree	14%
Tend to disagree	10%
Strongly disagree	16%
Don't know	2%
Refused	0%

The Council is deciding which routes should be subsidised and want the selection process to be fair and transparent. The criteria they propose to use are:

- **Accessibility – routes used by older or disabled people**
- **Geographical or network coverage**
- **Impact on congestion – routes that encourage the use of buses instead of cars**
- **Affordability – based on numbers of passengers likely to use a route**
- **Available alternatives – e.g. duplication of routes by community buses etc.**

B2

To what extent do you agree or disagree that the criteria proposed are the right ones?

Strongly agree	39%
Tend to agree	44%
Neither agree nor disagree	7%
Tend to disagree	4%
Strongly disagree	5%
Don't know	1%
Refused	0%

COMMUNITY TRANSPORT

There is a range of voluntary and community transport providers operating routes that might not be served by commercial operators and some of these are funded by the Council.

***INTERVIEWER IF NECESSARY:* Examples include Dial-a-Ride services, Flittabus, Wanderbus, Ivel Sprinter and Roadrunner**

These services are popular with people living in rural areas, older and disabled people; and, many have indicated they would be prepared to pay more for these services.

The Council are proposing to introduce a competitive tender process for community transport providers whilst still providing financial support. They believe this will increase the number of voluntary and community services, as well as reduce the costs to the Council.

B3

To what extent do you agree or disagree with the Council's proposal to introduce a competitive tender process for community transport?

Strongly agree	28%
Tend to agree	41%
Neither agree nor disagree	10%
Tend to disagree	10%
Strongly disagree	11%
Don't know	1%
Refused	0%

CONCESSIONS

Concessionary fares are discounted fares for older people, people with disabilities and people who are unemployed. 43,000 residents hold a bus pass and their journeys comprise 40% of all bus journeys in the area. Last year the Council spent nearly £2.4 million on concessional fares.

The Council is proposing to make changes – e.g. to the times people can use bus passes, the funding of travel aid, the processing of bus pass applications and bus pass renewals.

The Council are proposing time restrictions to the use of bus passes in line with the English National Concessionary Travel Scheme. Use would be limited to 9.30am to 11pm Monday to Friday, and any time on Saturday, Sunday or Bank Holidays – this reflects the times most people are already using bus passes.

INTERVIEWER IF NECESSARY: There are no changes proposed to companion passes.

B4a

To what extent do you agree or disagree with the Council’s proposal to limit the times at which bus passes can be used?

Strongly agree	31%
Tend to agree	26%
Neither agree nor disagree	4%
Tend to disagree	14%
Strongly disagree	24%
Don’t know	0%
Refused	0%

The Travel Aid scheme enables unemployed people to travel on buses at a discounted price. Under the proposals, the Council will no longer fund the scheme, although some bus companies may choose to offer discounted fares. The estimated saving is around £5,000 each year.

B4b

To what extent do you agree or disagree with the Council’s proposal to make £5,000 savings each year by ending funding for the Travel Aid scheme?

Strongly agree	18%
Tend to agree	18%
Neither agree nor disagree	9%
Tend to disagree	19%
Strongly disagree	35%
Don’t know	1%
Refused	0%

The Council wants to modernise the bus pass application service to make it more efficient. They are proposing by 2020 all people will apply for bus passes online.

B4c

To what extent do you agree or disagree with the Council’s proposal to make applying for a bus pass online-only by 2020?

Strongly agree	16%
Tend to agree	17%
Neither agree nor disagree	5%
Tend to disagree	19%
Strongly disagree	43%
Don’t know	0%
Refused	0%

Currently bus passes are renewed automatically every 5 years. To make the process more efficient, prevent fraud and prevent distress if the pass holder dies, the Council is proposing to stop the automatic renewal. Instead people will apply to renew bus passes every 5 years.

B4d

To what extent do you agree or disagree with the Council’s proposal to require residents to apply to renew their bus pass every 5 years?

Strongly agree	48%
Tend to agree	34%
Neither agree nor disagree	5%
Tend to disagree	6%
Strongly disagree	7%
Don’t know	0%
Refused	0%

AWARENESS

B5

Before taking part in this survey, were you aware of the Council’s proposed changes to bus services in Central Bedfordshire?

Yes	7%
No	93%
Refused	0%

OTHER COMMENTS

C1

At this point I'd like to ask if there are any other comments that you would like to make about the proposed changes to bus services in Central Bedfordshire, or if there are any alternative options you feel the Council should consider?

Generally agree with proposals/think they are a good idea	58%
Generally disagree with proposals/don't think they will work/not a good idea	1%
Disagree with cuts/no cuts should be made to transport services/maintain current provision of service	3%
Buses are too expensive/cheaper bus fares needed	3%
Disagree with making the elderly use online service for bus pass renewal	4%
Disagree with restrictions on travel times for OAPs	2%
Proposals will have a negative impact on the elderly/need to continue to subsidise/offer free transport for the elderly	7%
Proposals will have a negative impact on disabled people/need to continue to subsidise/offer free transport for disabled	3%
Proposals will have a negative impact on the unemployed/people on a low income/need to continue to subsidise/offer free transport for the unemployed/people on a low income	2%
Free/subsidised travel should be extended to the young/buses should offer student discount	2%
Unemployed people should have to pay for buses/don't think it's fair that unemployed people should have subsidised bus passes	1%
Proposals will have a negative impact in rural areas/free/subsidised transport needed in rural areas to prevent isolation etc	5%
Bus passes should be means tested	1%
Too many empty buses/council needs to review which routes are underused	1%
More buses needed/better timetable/more Sunday services	6%
£5000 is not much of saving/not worth cutting travel subsidises	1%
Savings should be made elsewhere	1%
Other	21%
Refused	0%

PROFILE

P1

How often do you use bus services in Central Bedfordshire?

More than once a week	13%
Once a week	6%
2-3 times a month	5%
Once a month	6%
Less than once a month	23%
Never	48%
Refused	0%

P2

Which of the following do you currently use?

Bus pass	37%
Commercial bus service (e.g. Stagecoach, Grant Palmer)	63%
Voluntary bus services (e.g. Flittabus, Ivel Sprinter, Wanderbus, Roadrunner)	6%
Dial-a-Ride services (e.g. Buzzer, South Beds Dial-a-Ride, Link-a-Ride)	2%
Travel Aid	0%
None of these	19%
Refused	0%

P3

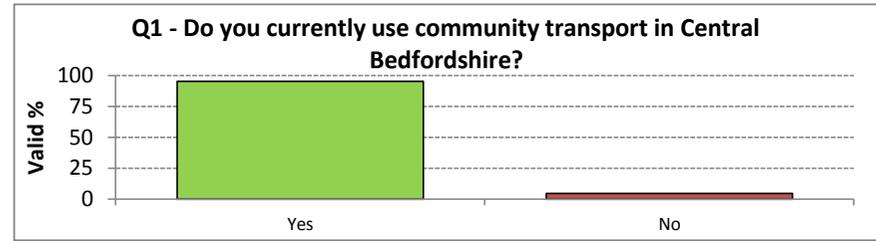
Do you consider yourself to be disabled?

Under the Equality Act 2010 a person is considered to have a disability if he/she has a physical or mental impairment which has a sustained and long-term adverse effect on his/her ability to carry out normal day to day activities.

Yes	11%
No	89%
Refused	0%

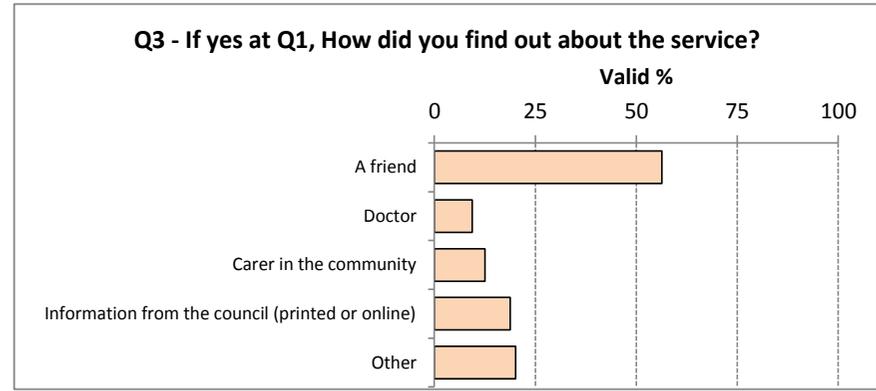
Q1 - Do you currently use community transport in Central Bedfordshire? (please select one)

	Frequency	Percent	Valid Percent
Valid Yes	229	95.4	95.4
No	11	4.6	4.6
Total	240	100.0	100.0



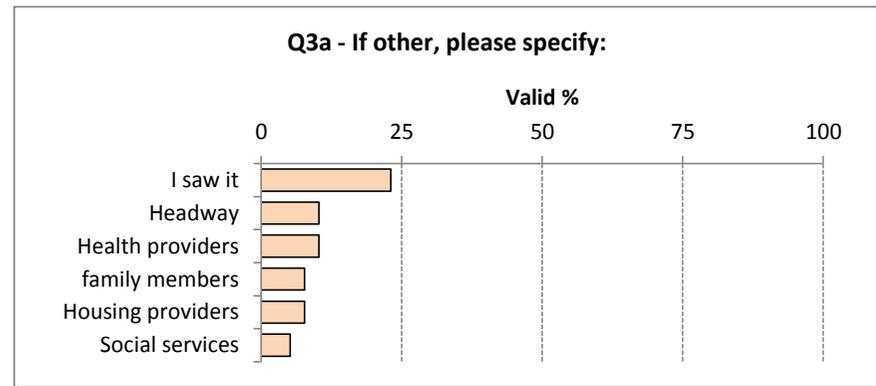
Q3 - If yes at Q1, how did you find out about the service? (please select all that apply)

	Frequency	Percent	Valid Percent
Valid A friend	126	55.0	56.3
Doctor	21	9.2	9.4
Carer in the community	28	12.2	12.5
Information from the council (printed or online)	42	18.3	18.8
Other	45	19.7	20.1
Total no. of responses	224		
Missing	5	2.2	
Total	229		



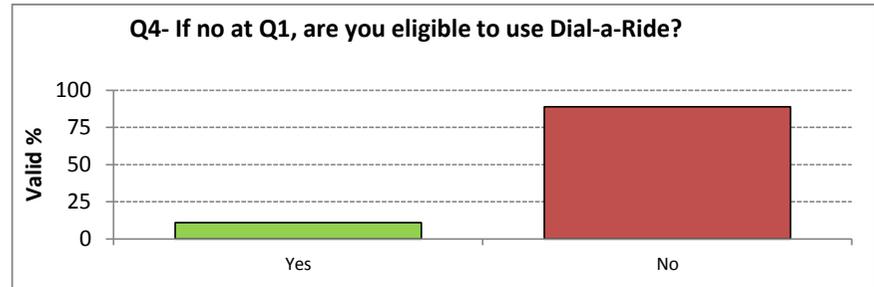
Q3a - If other, please specify:

Analysis of repeat themes	Frequency	Percent	Valid Percent
Valid I saw it	9	20.0	23.1
Headway	4	8.9	10.3
Health providers	4	8.9	10.3
family members	3	6.7	7.7
Housing providers	3	6.7	7.7
Social services	2	4.4	5.1
Total no. of responses	39		
Missing	6	13.3	
Total	45		



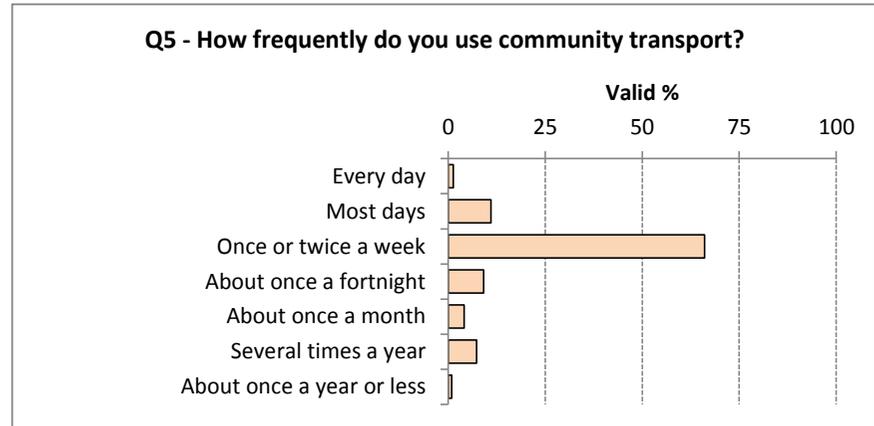
Q4 - If no at Q1, are you eligible to use Dial-a-Ride (you are iligible for Dial-a-Ride if you cannot use ordinary public transport due to disability, either temporary or permanent)? (please select one)

	Frequency	Percent	Valid Percent
Valid Yes	1	9.1	11.1
No	8	72.7	88.9
Unsure	0	.0	0.0
Total no. of responses	9	81.8	100.0
Missing	2	18.2	18.2
Total	11	100.0	



Q5 - How frequently do you use community transport? (please select one)

	Frequency	Percent	Valid Percent
Valid Every day	3	1.3	1.4
Most days	24	10.0	11.0
Once or twice a week	144	60.0	66.1
About once a fortnight	20	8.3	9.2
About once a month	9	3.8	4.1
Several times a year	16	6.7	7.3
About once a year or less	2	0.8	0.9
Total no. of responses	218	90.8	100.0
Missing	22	9.2	
Total	240	100.0	



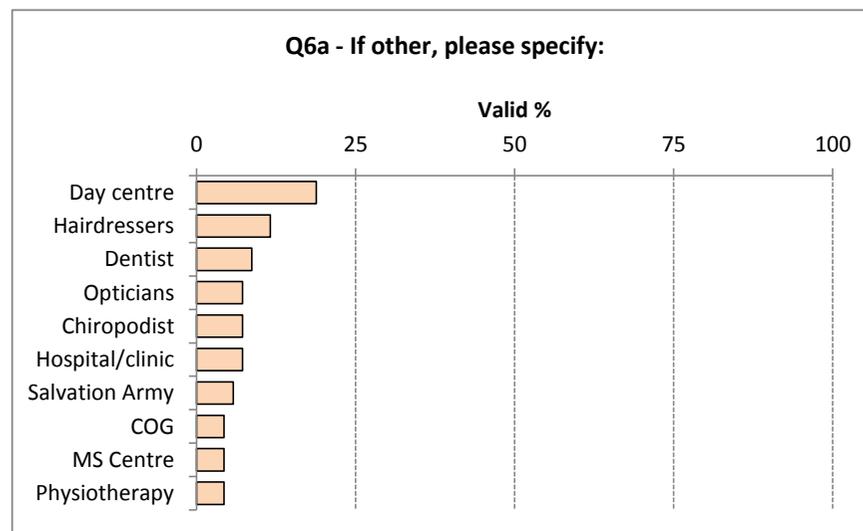
Q6 - Where do you travel to using Community Transport? (please select all that apply)

		Frequency	Percent	Valid Percent
Valid	To go shopping	143	59.6	66.2
	To visit the doctor	85	35.4	39.4
	For leisure (ie. visiting local library)	67	27.9	31.0
	To get to work	2	0.8	0.9
	Visit family	19	7.9	8.8
	Other	83	34.6	38.4
	Total no. of responses	216		
Missing		24	10.0	
Total		240		



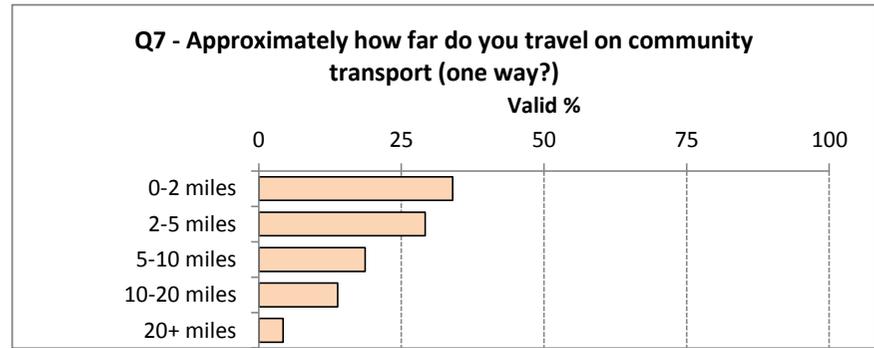
Q6a - If other, please specify:

	Analysis of repeat themes	Frequency	Percent	Valid percent
Valid	Day centre	13	15.7	18.8
	Hairdressers	8	9.6	11.6
	Dentist	6	7.2	8.7
	Opticians	5	6.0	7.2
	Chiropodist	5	6.0	7.2
	Hospital/clinic	5	6.0	7.2
	Salvation Army	4	4.8	5.8
	COG	3	3.6	4.3
	MS Centre	3	3.6	4.3
	Physiotherapy	3	3.6	4.3
	Total no. of responses	69		
	Missing		14	16.9
Total		83		



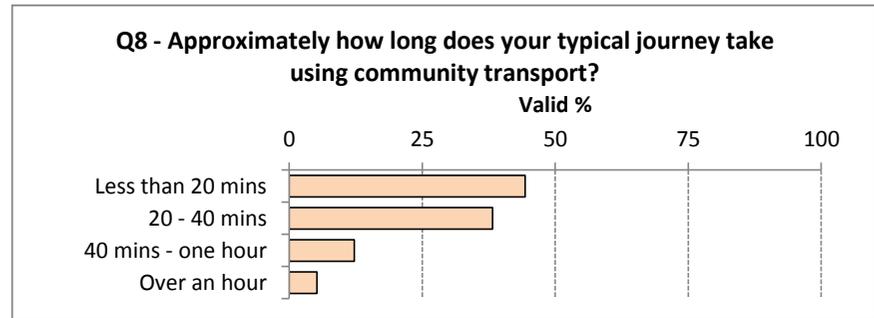
Q7 - Approximately how far do you travel on community transport (one way)? (please select one)

	Frequency	Percent	Valid Percent
Valid 0-2 miles	71	29.6	34.0
2-5 miles	61	25.4	29.2
5-10 miles	39	16.3	18.7
10-20 miles	29	12.1	13.9
20+ miles	9	3.8	4.3
Total	209	87.1	100.0
Missing	31	12.9	
Total	240	100.0	



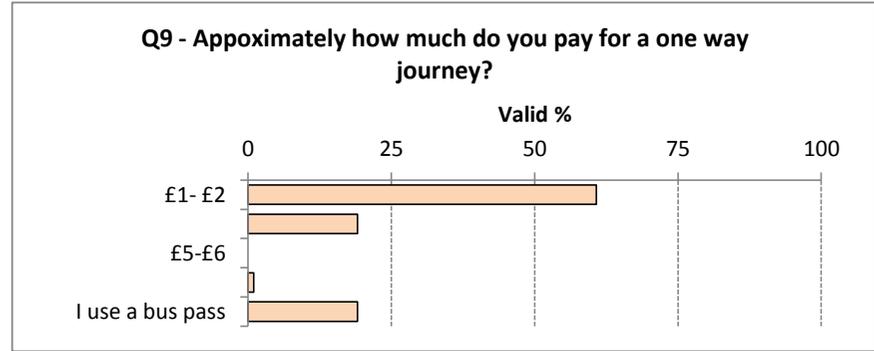
Q8 - Approximately how long does your typical journey take using community transport? (please select one)

	Frequency	Percent	Valid Percent
Valid Less than 20 mins	94	39.2	44.3
20 - 40 mins	81	33.8	38.2
40 mins - one hour	26	10.8	12.3
Over an hour	11	4.6	5.2
Total	212	88.3	100.0
Missing	28	11.7	
Total	240	100.0	



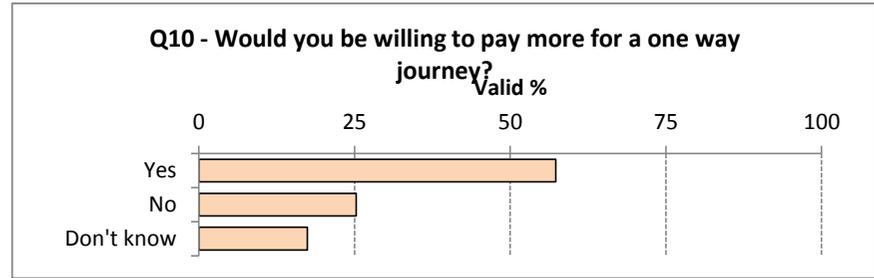
Q9 - Approximately how much do you pay for a one way journey? (please select one)

		Frequency	Percent	Valid Percent
Valid	£1- £2	124	51.7	60.8
	£3-£4	39	16.3	19.1
	£5-£6	0	0.0	0.0
	Over £6	2	.8	1.0
	I use a bus pass	39	16.3	19.1
	Total	204	85.0	100.0
Missing		36	15.0	
Total		240	100.0	



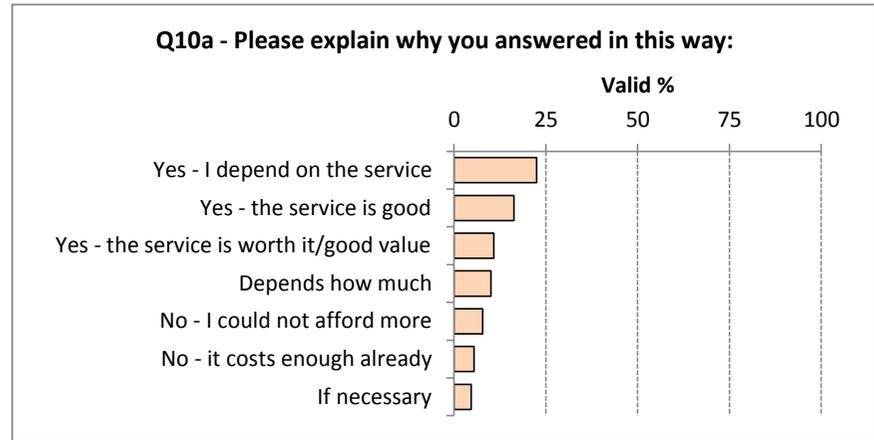
Q10 - Would you be willing to pay more for a one way journey? (please select one)

		Frequency	Percent	Valid Percent
Valid	Yes	102	42.5	57.3
	No	45	18.8	25.3
	Don't know	31	12.9	17.4
	Total	178	74.2	100.0
Missing		62	25.8	
Total		240	100.0	



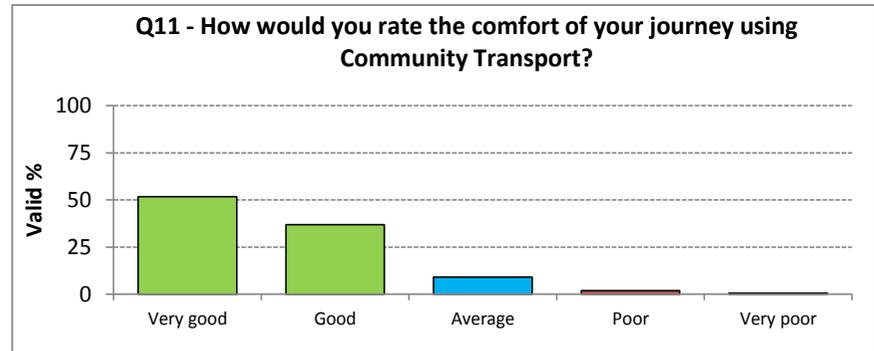
Q10a - Please explain why you answered in this way:

Analysis of repeated themes		Frequency	Percent	Valid Percent
Valid	Yes - I depend on the service	29	12.1	22.5
	Yes - the service is good	21	8.8	16.3
	Yes - the service is worth it/good value	14	5.8	10.9
	Depends how much	13	5.4	10.1
	No - I could not afford more	10	4.2	7.8
	No - it costs enough already	7	2.9	5.4
	If necessary	6	2.5	4.7
	Total no. of responses	129		
Missing		111	46.3	
Total		240		



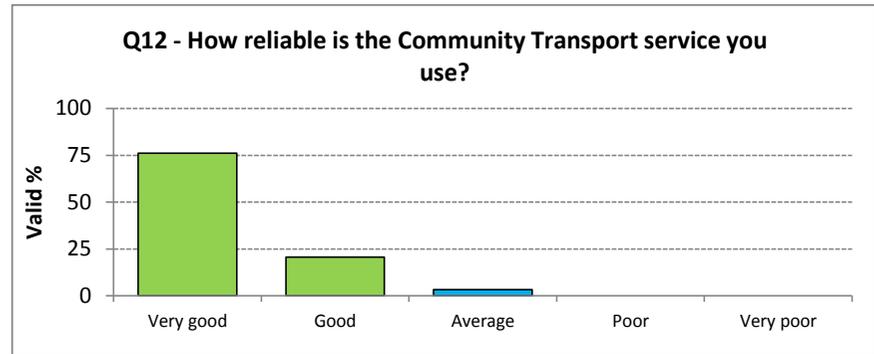
Q11 - How would you rate the comfort of your journey using Community Transport (please select one)

		Frequency	Percent	Valid Percent
Valid	Very good	114	47.5	51.8
	Good	81	33.8	36.8
	Average	20	8.3	9.1
	Poor	4	1.7	1.8
	Very poor	1	0.4	0.5
	Total	220	91.7	100.0
Missing		20	8.3	
Total		240	100.0	



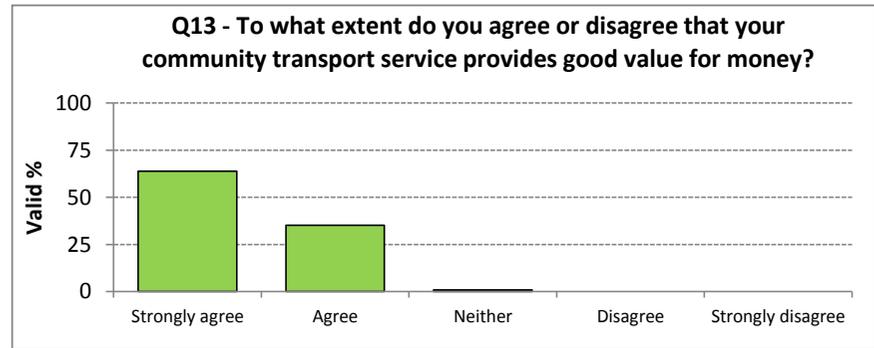
Q12 - How reliable is the Community Transport service you use? (please select one)

		Frequency	Percent	Valid Percent
Valid	Very good	162	67.5	76.1
	Good	44	18.3	20.7
	Average	7	2.9	3.3
	Poor	0	0.0	0.0
	Very poor	0	0.0	0.0
	Total	213	88.8	100.0
Missing		27	11.3	
Total		240	100.0	



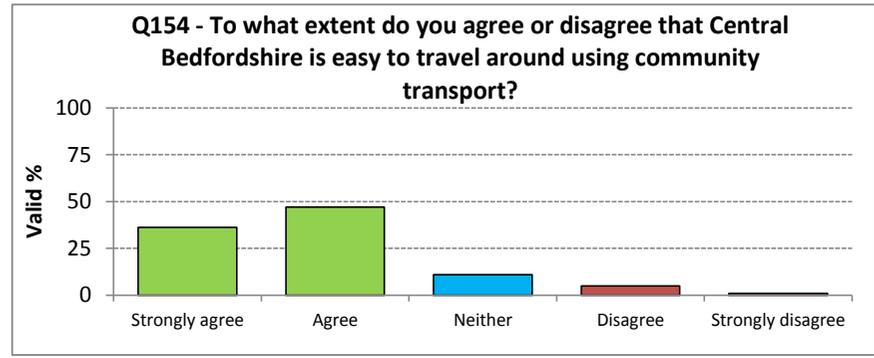
Q13 - To what extent do you agree or disagree that your community transport service provides good value for money? (please select one)

		Frequency	Percent	Valid Percent
Valid	Strongly agree	129	53.8	63.9
	Agree	71	29.6	35.1
	Neither	2	0.8	1.0
	Disagree	0	0.0	0.0
	Strongly disagree	0	0.0	0.0
	Total	202	84.2	100.0
Missing		38	15.8	
Total		240	100.0	



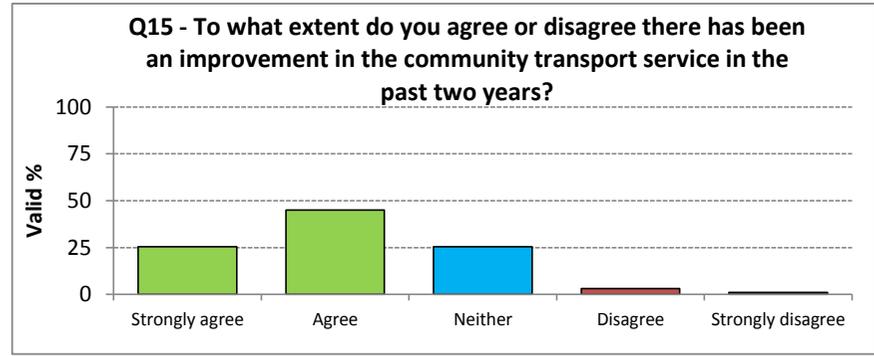
Q14 - To what extent do you agree or disagree that Central Bedfordshire is easy to travel around using community transport? (please select one)

		Frequency	Percent	Valid Percent
Valid	Strongly agree	73	30.4	36.1
	Agree	95	39.6	47.0
	Neither	22	9.2	10.9
	Disagree	10	4.2	5.0
	Strongly disagree	2	0.8	1.0
	Total	202	84.2	100.0
Missing		38	15.8	
Total		240	100.0	



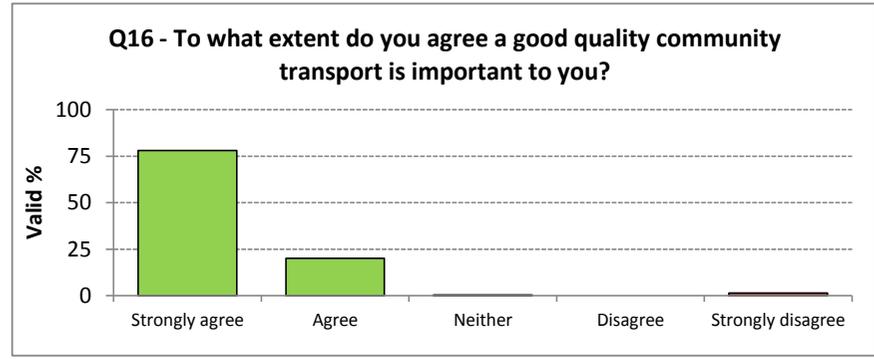
Q15 - To what extent do you agree or disagree there has been an improvement in the community transport service in the past two years? (please select one)

		Frequency	Percent	Valid Percent
Valid	Strongly agree	48	20.0	25.4
	Agree	85	35.4	45.0
	Neither	48	20.0	25.4
	Disagree	6	2.5	3.2
	Strongly disagree	2	0.8	1.1
	Total	189	78.8	100.0
Missing		51	21.3	
Total		240	100.0	



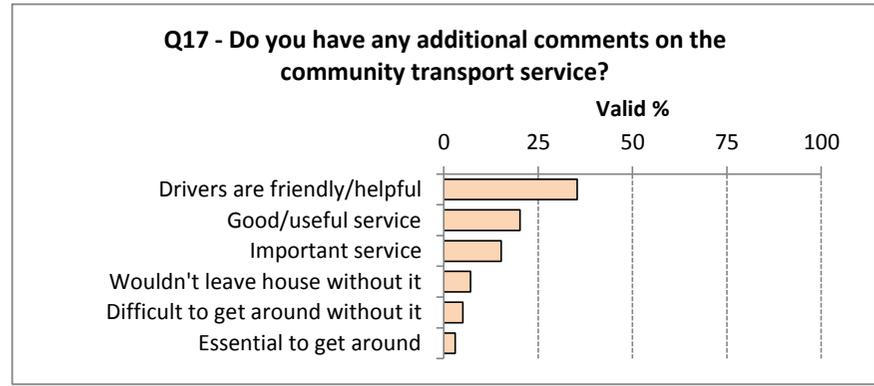
Q16 - To what extent do you agree a good quality community transport is important to you? (please select one)

		Frequency	Percent	Valid Percent
Valid	Strongly agree	163	67.9	78.0
	Agree	42	17.5	20.1
	Neither	1	0.4	0.5
	Disagree	0	0.0	0.0
	Strongly disagree	3	1.3	1.4
	Total	209	87.1	100.0
Missing		31	12.9	
Total		240	100.0	



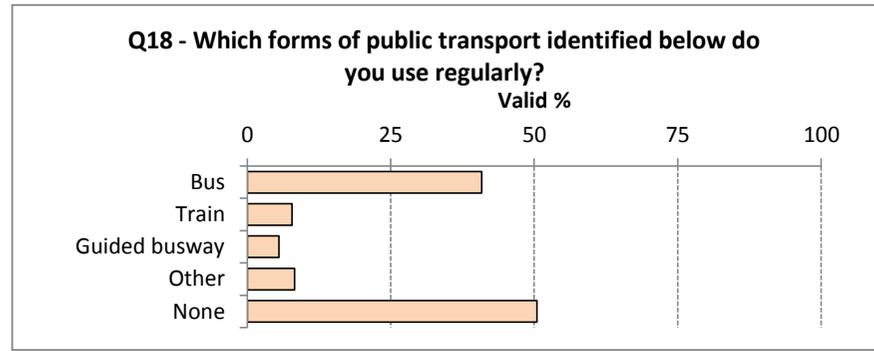
Q17 - Do you have any additional comments on the community transport service?

	Analysis of repeat themes	Frequency	Percent	Valid percent
Valid	Drivers are friendly/helpful	35	14.6	35.4
	Good/useful service	20	8.3	20.2
	Important service	15	6.3	15.2
	Wouldn't leave house without it	7	2.9	7.1
	Difficult to get around without it	5	2.1	5.1
	Essential to get around	3	1.3	3.0
	Total no. of responses	99		
Missing		141	58.8	
Total		240		



Q18 - Which forms of public transport identified below do you use regularly? (please select all that apply)

	Frequency	Percent	Valid Percent
Valid			
Bus	89	37.1	40.8
Train	17	7.1	7.8
Guided busway	12	5.0	5.5
Other	18	7.5	8.3
None	110	45.8	50.5
Total no. of responses	218		
Missing	22	9.2	
Total	240		



Q18a - If other, please specify:

	Frequency	Percent	Valid Percent
Valid			
Analysis of repeat themes			
taxi	5	22.7	33.3
lift from friend/family	5	22.7	33.3
Total no. of responses	15		
Missing	7		
Total	22		

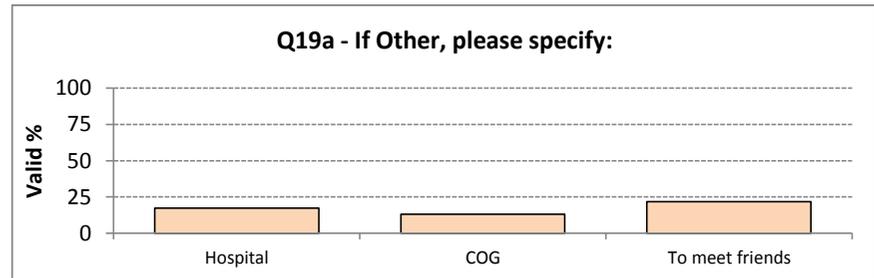
Q19 - If you use a bus, train or guided busway, where do you travel to? (please select all that apply)

	Frequency	Percent	Valid percent
Valid			
To go shopping	74	30.8	71.2
To visit the doctor	32	13.3	30.8
For leisure (ie. visiting the local library)	32	13.3	30.8
To get to work	2	0.8	1.9
Visit family	17	7.1	16.3
Other	23	9.6	22.1
Total no. of responses	104		
Missing	136	56.7	
Total	240		



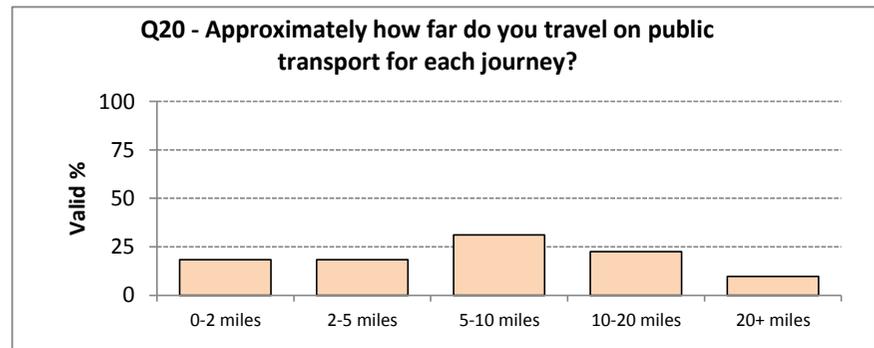
Q19a - If Other, please specify:

Analysis of repeat themes		Frequency	Percent	Valid Percent
Valid	Hospital	4	17.4	17.4
	COG	3	13.0	13.0
	To meet friends	5	21.7	21.7
	Total no. of responses	23		
Missing		0		
Total		23		



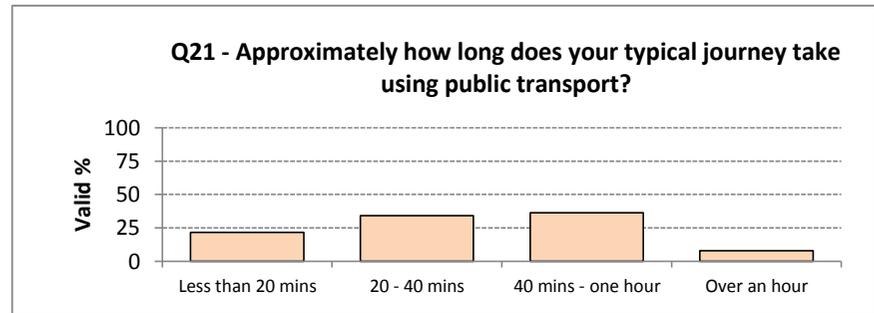
Q20 - Approximately how far do you travel on public transport for each journey? (one way) (please select one)

		Frequency	Percent	Valid Percent
Valid	0-2 miles	17	7.1	18.3
	2-5 miles	17	7.1	18.3
	5-10 miles	29	12.1	31.2
	10-20 miles	21	8.8	22.6
	20+ miles	9	3.8	9.7
	Total	93	38.8	100.0
Missing		147	61.3	
Total		240	100.0	



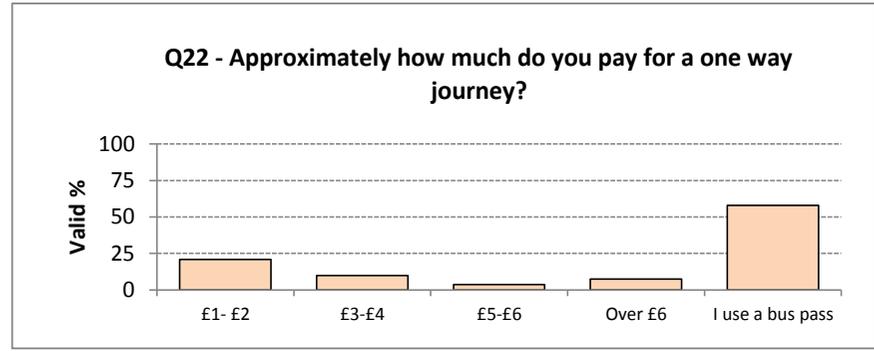
Q21 - Approximately how long does your typical journey take using public transport? (please select one)

		Frequency	Percent	Valid Percent
Valid	Less than 20 mins	19	7.9	21.6
	20 - 40 mins	30	12.5	34.1
	40 mins - one hour	32	13.3	36.4
	Over an hour	7	2.9	8.0
	Total	88	36.7	100.0
Missing		152	63.3	
Total		240	100.0	



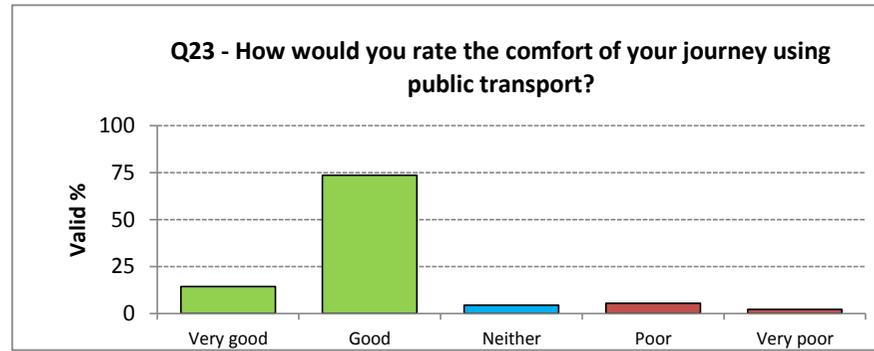
Q22 - Approximately how much do you pay for a one way journey? (please select one)

		Frequency	Percent	Valid Percent
Valid	£1- £2	17	7.1	21.0
	£3-£4	8	3.3	9.9
	£5-£6	3	1.3	3.7
	Over £6	6	2.5	7.4
	I use a bus pass	47	19.6	58.0
	Total	81	33.8	100.0
Missing		159	66.3	
Total		240	100.0	



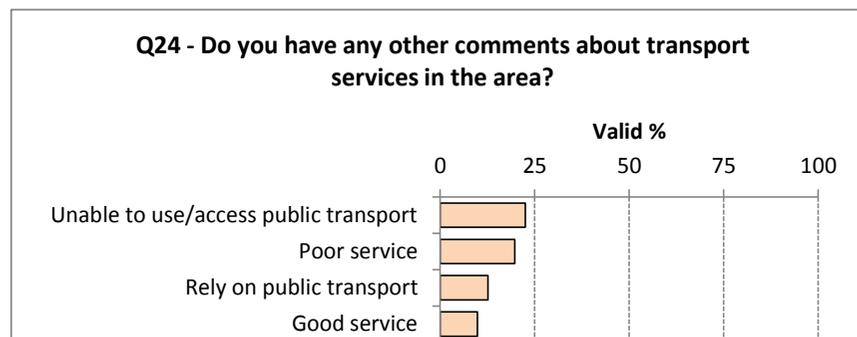
Q23 - How would you rate the comfort of your journey using public transport? (please select one)

		Frequency	Percent	Valid Percent
Valid	Very good	13	5.4	14.3
	Good	67	27.9	73.6
	Neither	4	1.7	4.4
	Poor	5	2.1	5.5
	Very poor	2	0.8	2.2
	Total	91	37.9	100.0
Missing		149	62.1	
Total		240	100.0	



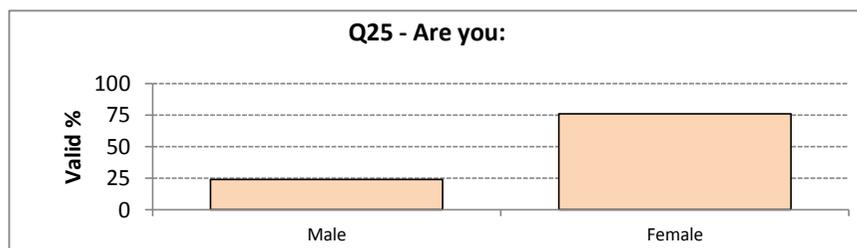
Q24 - Do you have any other comments about transport services in the area?

Analysis of repeat themes		Frequency	Percent	Valid Percent
Valid	Unable to use/access public transport	16	6.7	22.5
	Poor service	14	5.8	19.7
	Rely on public transport	9	3.8	12.7
	Good service	7	2.9	9.9
	Total no. of responses	71		
Missing		169	70.4	
Total		240		



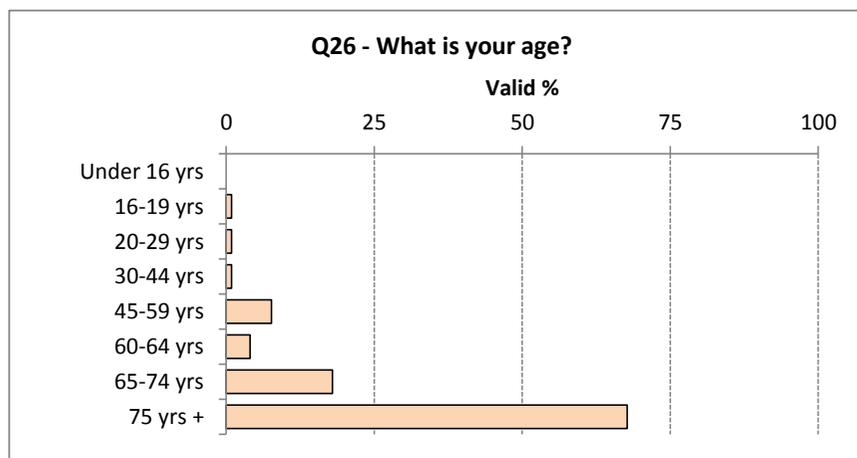
Q25 - Are you: (please select one)

		Frequency	Percent	Valid Percent
Valid	Male	52	21.7	24.1
	Female	164	68.3	75.9
	Total	216	90.0	100.0
Missing		24	10.0	
Total		240	100.0	



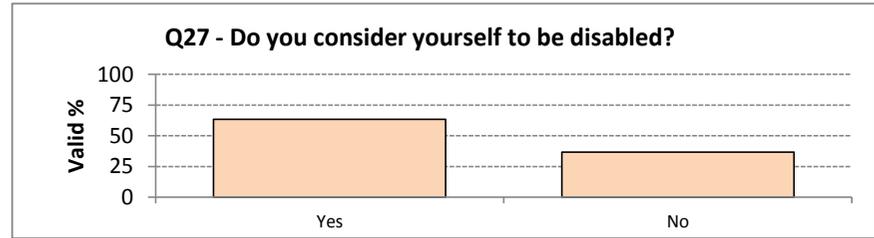
Q26 - What is your age? (please select one)

		Frequency	Percent	Valid Percent
Valid	Under 16 yrs	0	0.0	0.0
	16-19 yrs	2	0.8	0.9
	20-29 yrs	2	0.8	0.9
	30-44 yrs	2	0.8	0.9
	45-59 yrs	17	7.1	7.6
	60-64 yrs	9	3.8	4.0
	65-74 yrs	40	16.7	17.9
	75 yrs +	151	62.9	67.7
	Total	223	92.9	100.0
Missing		17	7.1	
Total		240	100.0	



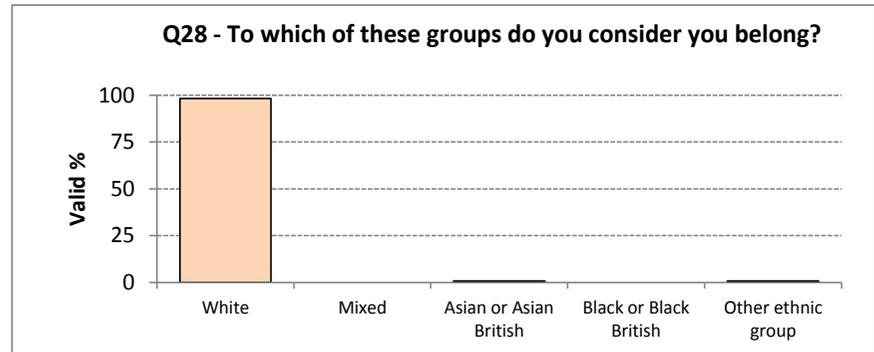
Q27 - Do you consider yourself to be disabled? (please select one)

		Frequency	Percent	Valid Percent
Valid	Yes	133	55.4	63.3
	No	77	32.1	36.7
	Total	210	87.5	100.0
Missing		30	12.5	
Total		240	100.0	



Q28 - To which of these groups do you consider you belong? (please select one)

		Frequency	Percent	Valid Percent
Valid	White	217	90.4	98.2
	Mixed	0	0.0	0.0
	Asian or Asian British	2	0.8	0.9
	Black or Black British	0	0.0	0.0
	Other ethnic group	2	0.8	0.9
	Total	221	92.1	100.0
Missing		19	7.9	
Total		240	100.0	

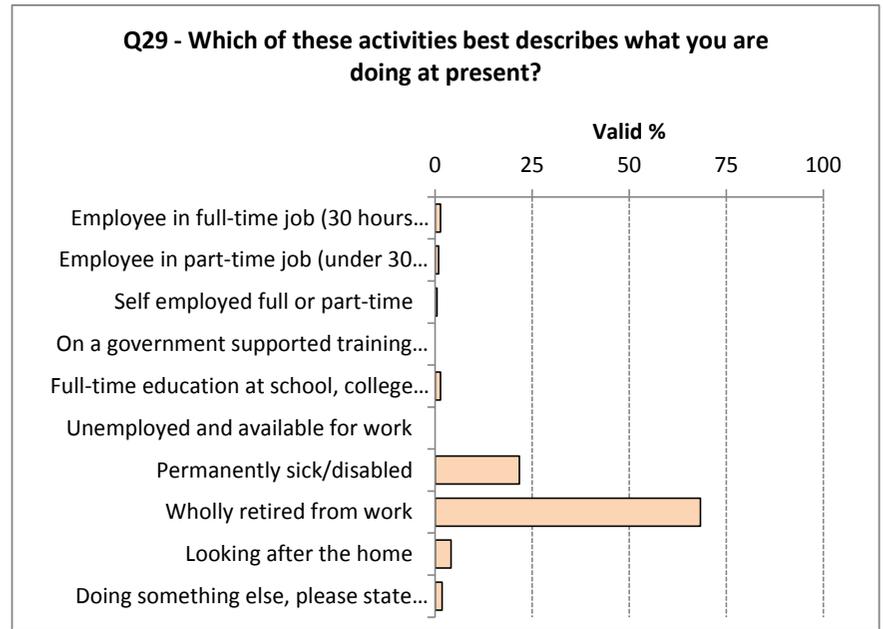


Q28a - If other, please specify:

		Frequency
Valid	I do not answer this type question	1
	Zorastrician	1
	Total	2

Q29 - Which of these activities best describes what you are doing at present? (please select one)

		Frequency	Percent	Valid Percent
Valid	Employee in full-time job (30 hours plus per week)	3	1.3	1.4
	Employee in part-time job (under 30 hours per week)	2	0.8	0.9
	Self employed full or part-time	1	0.4	0.5
	On a government supported training programme	0	0.0	0.0
	Full-time education at school, college or university	3	1.3	1.4
	Unemployed and available for work	0	0.0	0.0
	Permanently sick/disabled	48	20.0	21.7
	Wholly retired from work	151	62.9	68.3
	Looking after the home	9	3.8	4.1
	Doing something else, please state below	4	1.7	1.8
	Total	221	92.1	100.0
Missing		19	7.9	
Total		240	100.0	



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The Public Sector Equality Duty

The Equality Duty requires public bodies to have **due regard** to the need to:

- Eliminate unlawful discrimination harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it
- Foster good relations between people who share a protected characteristic and people who do not share it

Protected Characteristics:

- Age
- Disability
- Gender Reassignment
- Pregnancy and Maternity
- Marriage and Civil Partnership (elimination of discrimination only)
- Race
- Religion or Belief
- Sex
- Sexual Orientation

Due Regard means consciously thinking about the three aims of the Duty as part of the process of decision-making. For example:

- How they act as employers
- How they develop, evaluate and review policy
- How they design, deliver and evaluate services
- How they commission and procure from others

Advancing equality of opportunity involves considering the need to:

- Remove or minimise disadvantages suffered by people because of their protected characteristics
- Meet the needs of people with protected characteristics
- Encourage people with protected characteristics to participate in public life or in other activities where their participation is low

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

Complying with the Equality Duty may involve treating some people better than others, as far as this is allowed in discrimination law. This could mean making use of an exception or positive action provisions in order to provide a service in a way that is appropriate for people who share a protected characteristic.

Officers should:

Keep an adequate record showing that the equality duties and relevant questions have been actively considered.

Be rigorous in both inquiring and reporting to members the outcome of the assessment and the legal duties.

Final approval of a proposal, can only happen after the completion of an equality impact assessment. It is unlawful to adopt a proposal contingent on an equality impact assessment



Central Bedfordshire Equality Impact Assessment Template

Title of the Assessment:	Passenger Transport Strategy	Date of Assessment:	13/11/15 06/09/16
Responsible Officer	Name:	Susan Childerhouse	
	Title:	Head of Public Protection and Interim Head of Passenger Transport	
	Email:	Susan.childerhouse@centralbedfordshire.gov.uk	
		Extension Number:	74394

Stage 1 – Aims and Objectives
<p>1.1) What are the objectives of the strategy, policy or service being assessed?</p> <ul style="list-style-type: none"> • The aim of the Passenger Transport Strategy (PTS) is to deliver transport services that are safe, effective and fit for purpose and provide a framework for decision making processes in relation to all PTS services. • The PTS will be developed alongside and sit within the Central Bedfordshire Local Transport Plan (LTP) which is also currently under review, with the new LTP4 adoption anticipated for April 2016. • The Strategy will set out the Council’s objectives for passenger transport in the Central Bedfordshire area and will be supported by relevant policies and best practice. • The PTS refers to users of road based ‘public’ transport such as commercially operated local bus routes and community transport as well as fleet transport for the provision of home to school transport and home to day setting transport for vulnerable children and adults. • The strategy is looking to provide efficiencies and savings from 2017 onwards so it is likely that there will be a reduction in the number of subsidised bus routes, that Central Bedfordshire Council will adopt the English National Concessionary Fares Scheme and the amount of funding and the way the Council provides funding to Community Transport will change. We will also be exploring the use of voluntary transport provision schemes and the possibility of applying for an Operators Licence to allow our own fleet to operate for profit. • For clients of Adult Social Care the default for position for their transport will be with Fleet services, only if there is no capacity on fleet will we consider another transport provider • A review of the Home to School Transport Policy and the Post 16 policy and their implementation are currently taking place. When the report has been received Central Bedfordshire Council will consider the benefits of applying any recommendations from the report.
<p>1.2) What needs is it designed to meet?</p> <p>This PTS is being delivered to provide clarity to the public around decision making in relation to passenger transport services as well as helping officers make informed, consistent decisions that are supported by policy. The delivery of the PTS will also look to make the most efficient use of resources and transport systems</p>
<p>1.3) What outcomes will be delivered?</p>

Central Bedfordshire Equality Impact Assessment Template

The outcomes of the Passenger Transport Strategy (PTS) will deliver transport services that are safe, effective and fit for purpose and provide a framework for decision making processes in relation to all PTS services.

Bus Subsidies

CBC currently provides funding (subsidises) for over half of the bus routes (PDF 47.2KB)  in Central Bedfordshire. These are bus routes which are no longer commercially viable for bus companies to run. The Council also covers the costs for 43,000 bus pass holders every time they use their bus pass.

The current approach is no longer affordable so the Council is proposing to change how decisions are made on funding bus routes which are no longer viable for commercial bus companies to run. Decision making will be fair, transparent and affordable. Demand and possible alternatives will be considered.

The Council is proposing to facilitate a new process where community bus providers can compete to provide whole or parts of routes if there is enough demand.

We are also proposing to make changes to concessionary fares such as when people can use their bus passes. This will bring us in line with the English National Concessionary Pass Scheme. Changes are also proposed for applications for bus passes and how they are renewed.

CBC subsidise 53% of the bus services in Central Bedfordshire at a cost of £1.2 million in 2015/16. A subsidy for a single journey can cost up to £17.50. This is a discretionary service.

CBC is looking at developing a fair and transparent process to decide whether or not to fund a bus route that is rarely used, including whether it is financially viable to run commercially.

The decision making process will take into account:

- available alternatives (duplication of routes, alternative provision available)
- accessibility – demand from older people or disabled people
- reducing congestion – based on passenger numbers
- affordability – value for money assessment based on passenger numbers
- network coverage – priority will be given to buses running on core and second network roads

Subsidies will only be provided to buses running at the following times of high passenger demand:

- 8am to 6:30pm weekdays
- 8am to 3pm Saturdays
- no subsidies for Sunday buses

Community transport - proposed changes

There are a range of voluntary and community transport providers. Examples include Dial-a-Ride services, Flittabus , Wanderbus, Ivel Sprinter and Road Runner. CBC fund some of these providers and:

- some use volunteers



Central Bedfordshire Equality Impact Assessment Template

- some pay their drivers and staff

Services vary with some providers offering door to door services, whilst others have regular routes and timetables. Fares range in price.

These services are particularly popular with people living in rural areas, older and disabled people. We know from a recent survey how important these services are to customers; they really value them and most would be prepared to pay more for the individual service. We are already seeing community transport solutions stepping in to provide services and we want to encourage more of this. To this end, we are proposing a new tender process where community transport providers can enter a competitive process to provide all or part of the route. CBC will continue to provide financial support to these services but it will be through the new tender process.

Concessionary fares - proposed changes

Concessionary travel is a discount on fares for older people (bus passes), people with disabilities and unemployed people (travel aid). These will continue to be available. 43,000 residents hold a buss pass and they represent 40% of all bus journeys in Central Bedfordshire. CBC currently pay for every journey where a bus pass is used. Nearly £2.4 million was spent on covering these fares in 2015.

The Council is proposing to adopt national time regulations as set by the English National Concessionary Travel Scheme, when users can use their bus pass.

Bus pass holders will only be able to use their bus passes between:

- 9:30am and 11pm on weekdays
- all day Saturday
- all day Sunday
- all day on Bank Holidays

Data about current usage suggests that most people using bus passes use them within these times already. There are no proposed changes to companion passes.

CBC would like to modernise how the service is run and make it more efficient:

- by 2030 applications would be made online
- bus passes would no longer automatically renew every five years and further applications would be required

CBC also provides discounts for unemployed people via a travel aid scheme. The council would no longer fund this scheme, but it could continue for bus companies wishing to participate.

1.4) Which other strategies or policies support this?

Local Transport Plan 4
Sustainable Means Of Travel to School
Home to School Transport Policy and Post 16 Policy
Adult Social Care Entitlement to transport

1.5) In which ways does this support Central Bedfordshire’s intention to tackle inequalities and deliver services to vulnerable people?



Central Bedfordshire Equality Impact Assessment Template

The strategy will prioritise delivery of transport services to the elderly and vulnerable

1.6) Is it possible that this could damage relations amongst different communities or contribute to inequality by treating some members of the community less favourably such as people from black and minority ethnic communities, disabled people, women, or lesbian, gay, bisexual and transgender communities?

If the strategy is careful in its approach to changes in transport provision and delivers its intended outcomes there is no indication that this strategy would damage relations amongst different, communities or individuals.

Local bus services are available to all members of the general public and, in principle, therefore, a reduction in service affects everyone equally. However, in practice, services are used primarily by people without access to cars. This includes young people, older people and families from lower income households. It is also the case that, despite potential mobility difficulties, disabled people do make more use of public transport than average. Finally, buses are used more by women than by men.

Consequently, a reduction in bus service provision is likely to have a disproportionate effect on these groups, and therefore mitigating action is required. The impacts are likely to range from financial (more expensive alternatives), social (fewer social journeys, so greater isolation), economic (reduced access to employment opportunities), through to inconvenience (need to reorganise family support arrangements / walk further / longer to match the changes in bus availability). It is not thought that health will be significantly affected because of alternative services.

Community transport services are available to all qualifying individuals based on personal mobility and as such are a proactive initiative to enhance accessibility and freedom of movement for those who would otherwise be restricted. The nature of dial-a-ride (enshrined in transport legislation) is that it is closed to the general public and is exclusively focused on mobility disadvantaged persons as a means of redressing an inequality.

Stage 2 - Consideration of Relevant Data & Research

Equality checklist issues to be considered

Awareness	Appropriateness	Accessibility	Partnership - working
Take Up levels	Adverse Outcomes	Staff Training Needs	Contracts & monitoring

2) What sources of evidence and key facts will be used to inform the assessment?

- National research on transport use including Central Bedfordshire (National Highways and Transport Network Survey)
- CBC Householder Travel survey
- Public Consultation
- Market research for Community Transport
- Future of Transport in an Ageing Society
- Information has been gathered from other local authorities

Each item ticked below must be evidenced

Internal desktop research



Central Bedfordshire Equality Impact Assessment Template

	Place survey / Customer satisfaction data		Demographic Profiles – Census & ONS
	Local Needs Analysis		Service Monitoring / Performance Information
*	Other local research		
Third party guidance and examples			
*	National / Regional Research	*	Analysis of service outcomes for different groups
	Best Practice / Guidance		Benchmarking with other organisations
	Inspection Reports		
Public consultation related activities			
*	Consultation with Service Users	*	Consultation with Community / Voluntary Sector
	Consultation with Staff		Customer Feedback / Complaints
	Data about the physical environment e.g. housing market, employment, education and training provision, transport, spatial planning and public spaces		
Consulting Members, stakeholders and specialists			
*	Elected Members	*	Expert views of stakeholders representing diverse groups
	Specialist staff / service expertise		

Please bear in mind that whilst sections of the community will have common interests and concerns, views and issues vary within groups. E.g. women have differing needs and concerns depending on age, ethnic origin, disability etc

Lack of local knowledge or data is not a justification for assuming there is not a negative impact on some groups of people. Further research may be required.

2.1) Existing Data and Consultation Findings:

- Age:

National Research:

Young People:

National Union of Students (NUS) and the Association of Colleges (AoC) 2015

- Young people take the bus for 15% of their journeys, more than twice the level of usage of all other ages
- only 49% of further education students can always afford their travel costs
- 40% of students spend £5 or more a day travelling to their college or place of training.
- Almost half of students from rural areas spend £20 per week on travel
- Between 2006 and 210013 bus fares increased by 30%
- The average travel time for those surveyed was two hours and 48 minutes per day at an average distance of 11 miles.
- Many young people (40%) rely on financial support from parents or guardians for travel costs

Buses Matter: a report by Campaign for Better Transport

- Studies have shown that one in five students has considered dropping out of further education because of financial cost, and transport is the greatest cost of participation.

Local Telephone Survey 2016

- The findings indicate that the majority of respondents age 18 – 24 support the funding criteria proposals (48% of respondents never use the bus)

Older People:

Going nowhere fast - Impact of inaccessible public transport on wellbeing and social connectedness of older people in Great Britain – WRVS 2013



Central Bedfordshire Equality Impact Assessment Template

- lack of suitable transport has a devastating effect on wellbeing; six per cent of older people feel lonely because they are unable to get out and about.
- older people face many barriers to accessing transport and that considerations of accessibility, safety and affordability are paramount.
- WRVS recommends that public transport providers take an age-friendly approach when designing and delivering services to recognise the needs of older people, including training drivers to assist and support older people when they travel and ensuring that bus stops are close to destinations where older people would like to travel
- Access to transport allows older people to remain independent and active in later life and helps people stay connected. Community transport can play a crucial role in helping older people access essential amenities by providing services where public transport cannot or does not, and can provide a vital lifeline for those most vulnerable to isolation and loneliness.

The Future of Transport in an Ageing Society – ILC-UK & Age UK 2015

- 32% of those 65 and over never use public transport, whilst another 27% use it once a month or less.
- The proportion of older people who regularly use public transport is highest amongst the 70-74 age group, before declining with age.

How often do older people use public transport?

Fig1: Frequency of use of public transport by people aged 65+

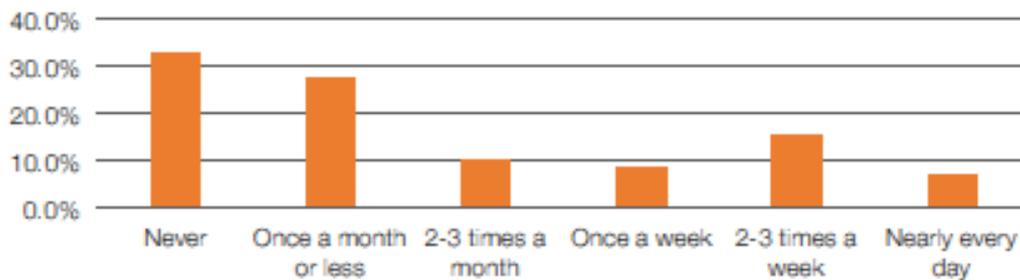
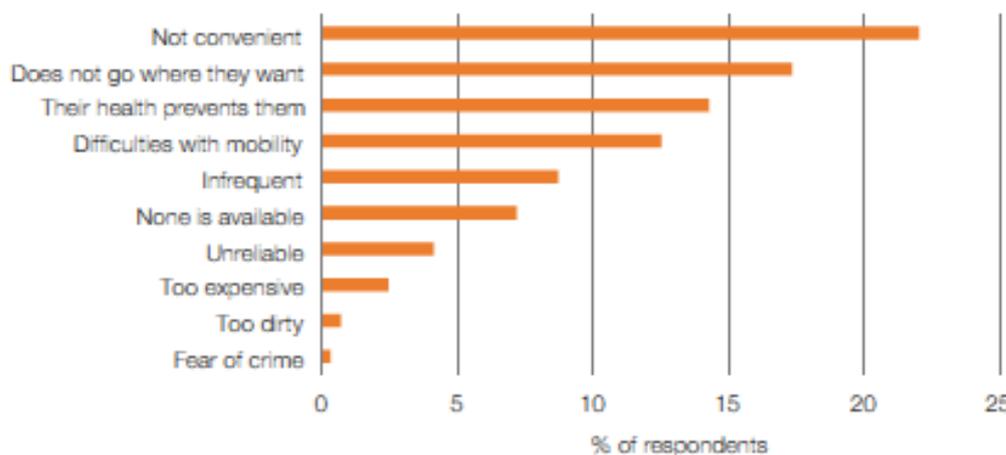


Fig 13: Reasons for not using public transport given by those over 65

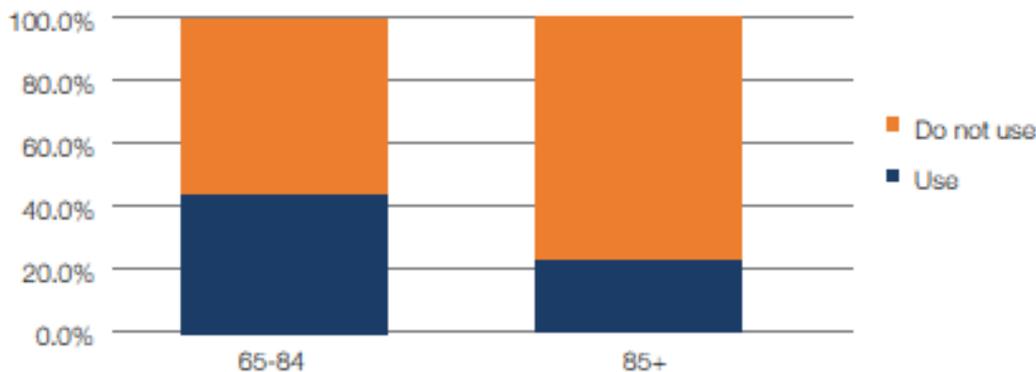


Source: English Longitudinal Study of Ageing wave 6, 2012-13

Is public transport meeting the needs of those who need it most?

Whilst driving is the preferred mode of transport for many older people, many who do not have access to a private car rely on public transport. Below we look at whether the transport needs of those who need public transport the most (people whose only means of transport is public transport and also have difficulty walking quarter of a mile) are being met.

Fig9: Use of public transport by people whose only means of transport other than walking is public transport and who have difficulty walking a quarter of a mile.



Source: English Longitudinal Study of Ageing wave 6, 2012-13

Approximately 35,000 people aged 65-84 in England are restricted to using public transport and have difficulty walking even a short distance, yet more than half (approximately 20,500 people) do not use public transport. Among the over 85s, even more people - 50,000 - are restricted to using public transport and have difficulty walking a short distance and even more, 80% (approximately 40,000 people), do not use it. This again indicates that current public transport provision is not meeting the needs of those who need it most.

The issues:

1. Older drivers

- Older people need to be supported in driving safely for longer, with viable alternative transport options available for those who are unable to drive.
- Driving remains the most common form of transport for older people in the UK, with 68% of households where someone is aged 70+ having their own car.
- Research by Age UK shows that health problems are more likely than age alone to lead to giving up driving. Only 1% of people surveyed aged 60+ would give up driving because of their age, while 43% would stop driving due to health concerns

2. Transport to health services

- 1.45 million of those 65 and over in England find it difficult to travel to hospital, whilst 630,000 of those 65 and over find it difficult or very difficult to travel to their GP. It is the oldest old who find it the hardest - less than half of people over 80 find it easy to travel to a hospital.
- It is the people with the worst health and the lowest incomes who struggle the most to travel to health services.
- Of the people who find it 'very difficult' to travel to their GP, 71% are in fair or poor health. This contrasts with people who find it 'very easy', of whom just 22% are in fair or poor health.
- The average weekly household income of those who find it easiest to access their GP is £526, compared with an average income of £313 for those who find it most difficult.

3. Making public transport convenient

- Public transport is not meeting the needs of many older people. The most frequent reasons for not using public transport among those 65 and over are that it's not convenient and does not go where you want.
- Women, those with lower incomes, and those without a car were less likely to state that public transport was inconvenient – perhaps because they have no choice.

4. Active transport

- Encouraging older people to engage in active travel such as cycling or walking could have health benefits and reduce isolation.
- Only 8% of men over 65 and 3% of women over 65 ever cycle. This is low compared to rates of older people cycling in other European countries.
- Road crossings do not give older people adequate time to cross safely.
- Pelican crossings assume pedestrians walk at a pace of at least 1.2 metres per second (2.7 miles per hour) but 76 % of men and 85 % of women over 65 walk more slowly .

5. Rural transport

- Older people in rural areas don't have sufficient access to public transport. Just 20% of those aged 70-74 living in rural areas use public transport weekly, compared to 38% of those who live in an urban setting.
- 18% of those over 65 living in rural areas don't use public transport because none is available, compared to 2% of those living in urban areas.

Opportunities for Improvement

Local decision making

- Devolution of central Government powers to local communities could mean more flexible transport services which better reflect the needs of older people. Strong local leadership could also better deliver safe, accessible, and reliable transport to meet the needs of older people.
- Age friendly infrastructure is fundamental to developing innovative transport solutions. This requires an integrated approach to the planning and design of road networks, cycle lanes, safe crossings, level pavements, and the location of amenities and services.

Technological Improvements

- The development of new platforms, such as mobile phone apps, to support the “social economy” could facilitate greater peer to peer transport provision.
- Wider use of live departure boards and audio-visual announcements on buses could increase older people's confidence in using public transport.

Volunteering

- Volunteer run schemes could encourage older people to choose active forms of travel by making cycling and walking into sociable activities.
- Community car sharing schemes with volunteer drivers are very important for supporting mobility in rural areas and should be extended.
- Volunteers could make busy transport hubs easier to navigate.

Achieving Change

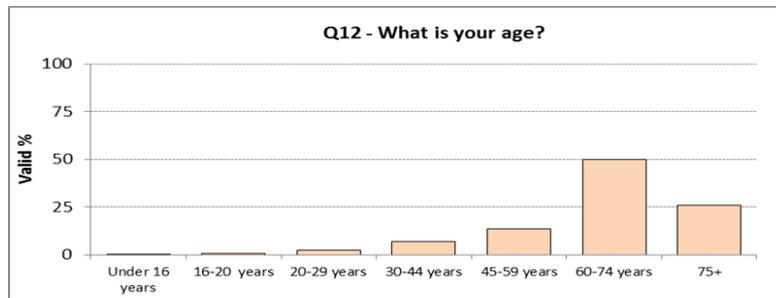
- Local Government should encourage the pooling and sharing of resources to help fill gaps in local transport provision, working together with the voluntary sector.
- Older people's access to healthcare must be improved by better linking of health and transport services.
- Public transport providers should design their services with older transport users in mind, using technological improvements and customer insight to improve their experiences.



Central Bedfordshire Equality Impact Assessment Template

Central Bedfordshire Public Consultation 2016

Age profile of respondents:

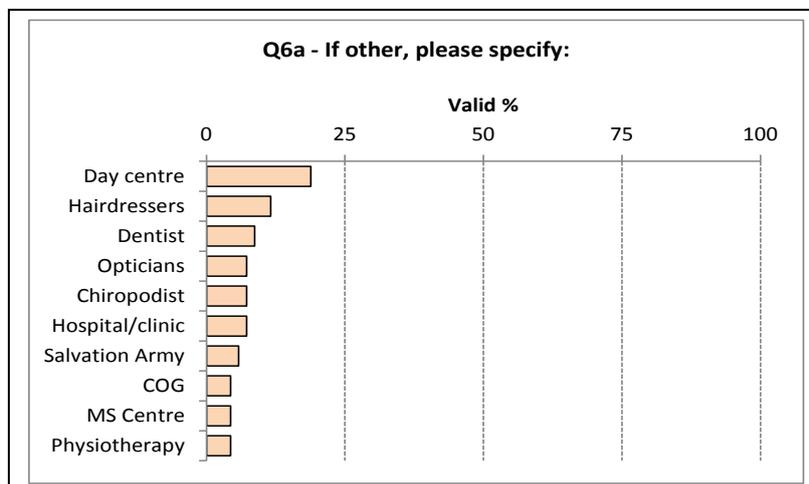
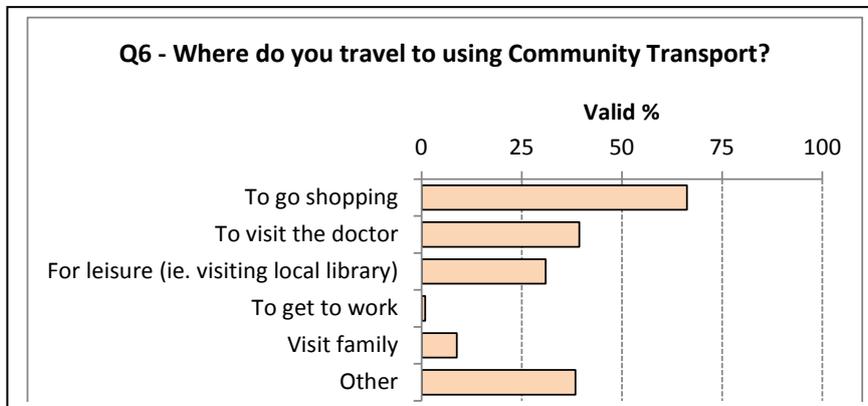


Older people were more likely to use the buses. They were more likely to agree with the overall process (Q1), but much more likely to disagree with how we process applications and the renewal process (Q5c & Q5d).

Community Transport Users Survey 2016

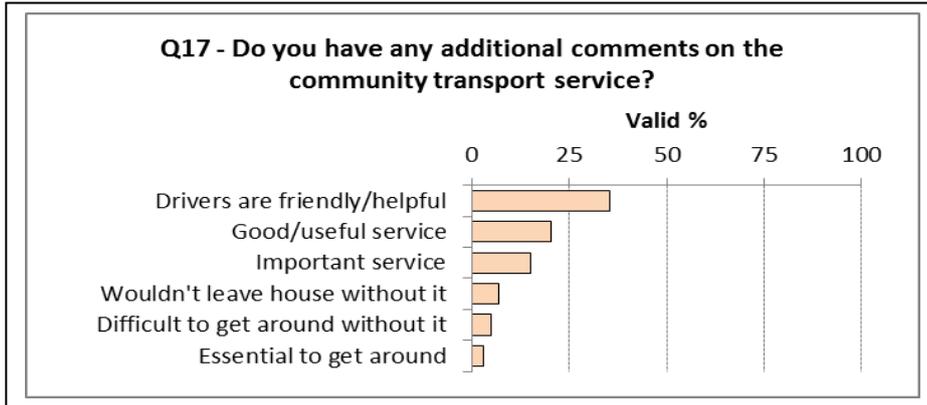
68% of respondents were aged 75+

- 89% rate the comfort of journey using Community Transport as good / very good
- 97% rate the reliability of the Community Transport service as good / very good
- 99% agree / strongly agree that the community transport service provides good value for money
- 83% agree / strongly agree that it is easy to travel around using community transport
- 70% agree / strongly agree there has been an improvement in the service in the past two years
- 98% agree / strongly agree a good quality community transport is important to them





Central Bedfordshire Equality Impact Assessment Template



Local Telephone Survey 2016

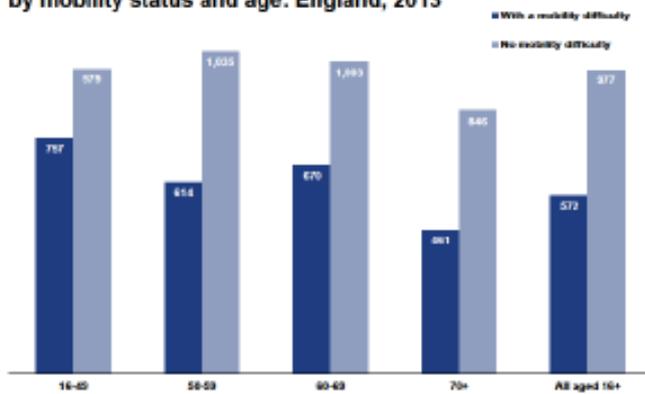
- The findings indicate that the majority of older respondents age support the funding criteria proposals (48% of respondents never use the bus)

- Disability:

National Research:

Department for Transport Accessibility and Equality Action Plan 2015:

Trips per person per year by mobility status and age: England, 2013



405

more trips made, on average, by adults without a mobility difficulty compared with those with a mobility difficulty*

9%

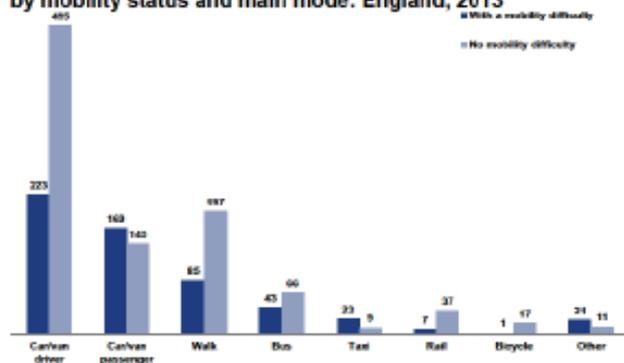
of adults in England reported having a mobility difficulty in 2013

31%

of adults aged 70+ reported reported having a mobility difficulty

*From the National Travel Survey: respondents who say they have difficulties travelling on foot, on bus or both.

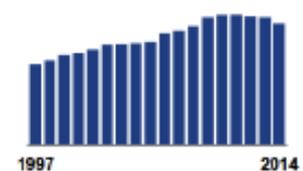
Trips per person per year by mobility status and main mode: England, 2013



69%

of all trips made by adults with mobility difficulties in 2013 were by car (as a driver or passenger)

Blue Badges



2.45 million valid Blue Badges held in England in 2014

6.9% since '11

Concessionary travel

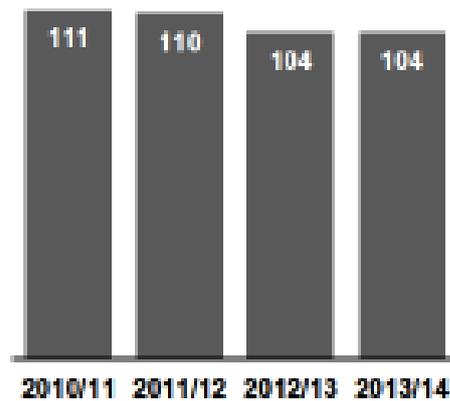
9.7 million older and disabled concessionary travel passes in England in 2013/14

2% since '10/11

104 average bus concessionary journeys per pass in England in 2013/14



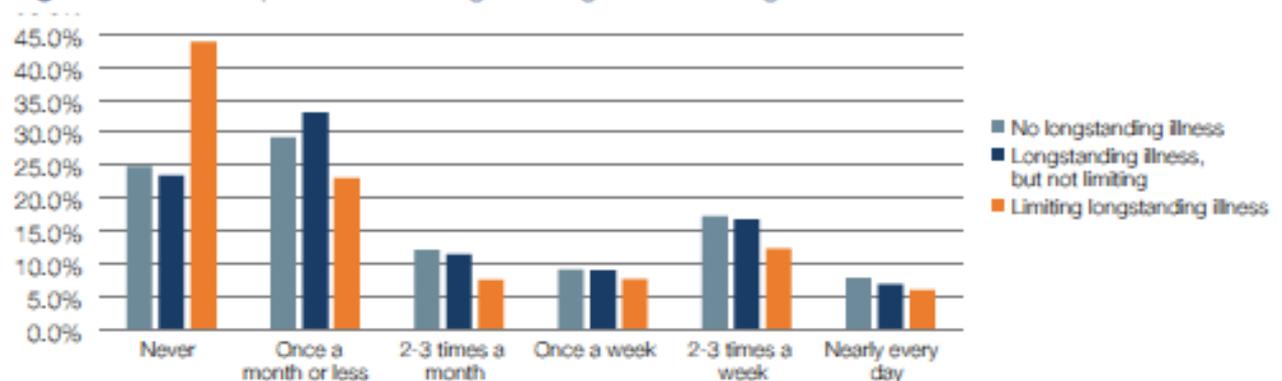
25% of disabled people in 2012 experienced difficulties in using public transport



The Future of Transport in an Ageing Society – ILC-UK & Age UK 2015

ELSA data also show that those with longstanding illnesses are the least likely to use public transport. 8% of older people in the study reported that they don't use public transport due to problems with mobility while 10% reported that their health prevents them from using public transport.

Fig 12: Public Transport use and longstanding illness among the over 65s



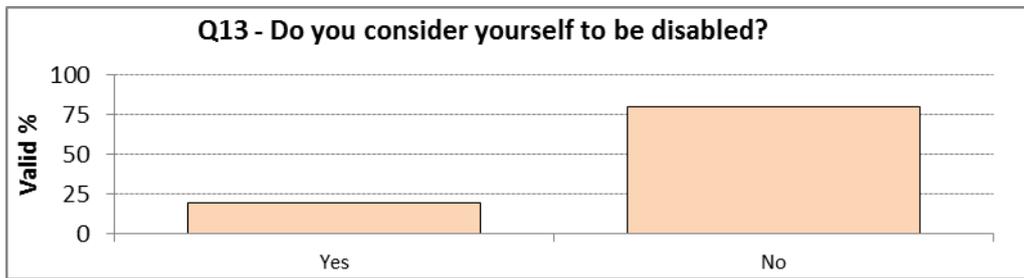
Source: English Longitudinal Study of Ageing wave 6, 2012-13



Central Bedfordshire Equality Impact Assessment Template

Central Bedfordshire Public Consultation 2016

Disability profile of respondents:



Respondents with a disability were much more likely to use the bus regularly. They were also much more likely to disagree with the overall process (Q1), when you can use your bus pass (Q5a) how we process applications (Q5c) and how we renew bus passes (Q5d).

Community Transport Users Survey 2016

63% of respondents had a disability

- Carers:

No specific issues identified.

- Gender Reassignment:

No specific issues identified.

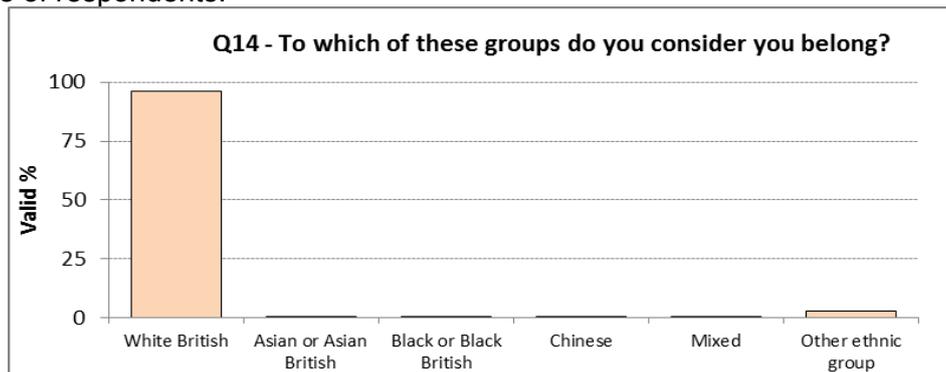
- Trans Gender / Gender Reassignment:

No specific issues identified.

- Race:

Central Bedfordshire Public Consultation 2016

Ethnicity profile of respondents:



Community Transport Users Survey 2016

98% of respondents were White British

- Religion or Belief:

No specific issues identified.

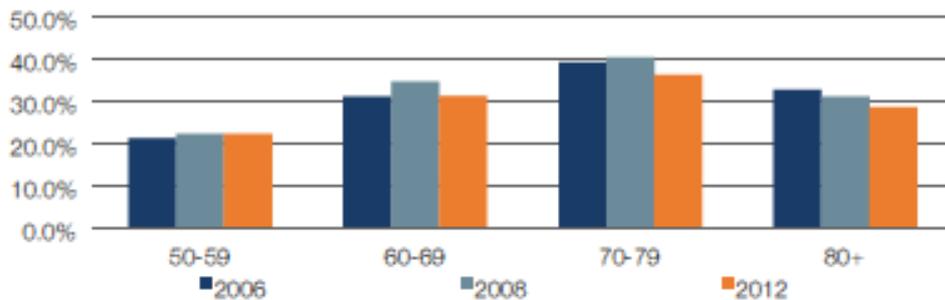
- Sex

National Research:

The Future of Transport in an Ageing Society – ILC-UK & Age UK 2015

How does public transport use differ between genders?

Fig3: Proportion of women over 50 using public transport at least once a week

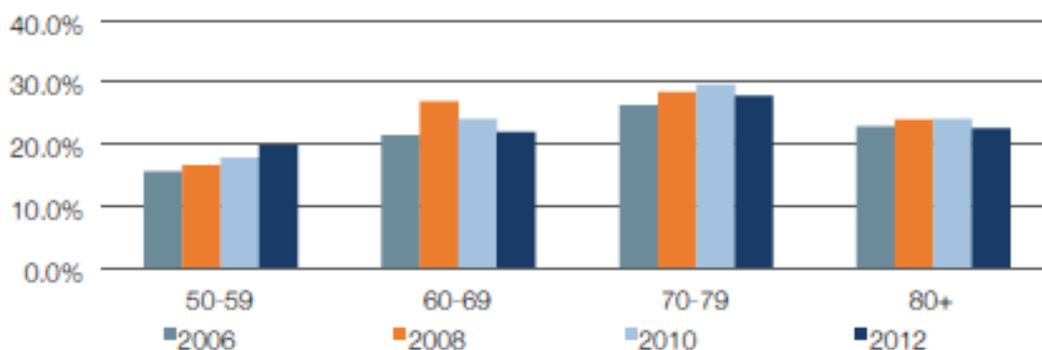


Source: English Longitudinal Study of Ageing

Looking at how use of public transport has changed since 2006, the analysis paints a mixed picture. In terms of older women who use public transport at least once a week, excluding the 80 and over age group, little has changed between 2006 and 2012.

A noticeable trend is the steady decrease between 2006 and 2012 of women over 80 regularly using public transport. One explanation of this is the increasing likelihood of women holding a driving licence; the National Travel Survey shows that the number of women over 70 with a driving licence increased by 20% between 1995 and 2010²². With more older women having access to a car, the numbers regularly using public transport would be expected to decline.

Fig4: Proportion of men over 50 using public transport at least once a week



Source: English Longitudinal Study of Ageing

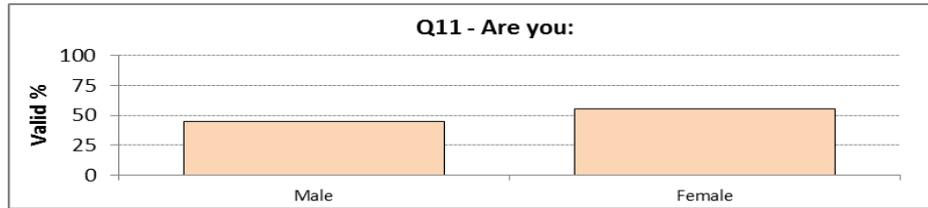
Public transport use is lower among men than women, with less than 30% of men in their 70s using public transport at least once a week while 35% of women in the same age bracket use it at least weekly. However in recent years the proportion of men aged 50-59 who use public transport steadily increased, from 15% in 2006 to 20% in 2012. This is much closer to the corresponding figure of 22% for women in the same age group. As with older women, the proportion of older men regularly using public transport increases with age, before declining at 80 and above.



Central Bedfordshire Equality Impact Assessment Template

Central Bedfordshire Public Consultation 2016

Sex profile of respondents:



Women were more likely to use the buses regularly compared to men (Q10). Women were also more likely to disagree with how we process applications, and the renewal process (Q5c & Q5d).

Community Transport Users Survey 2016

76% of respondents were women

- Sexual Orientation:

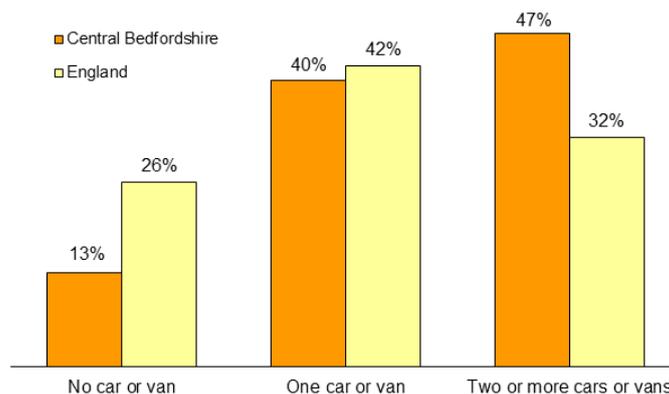
No specific issues identified.

- Other: e.g. Poverty / Social Class / Deprivation, Looked After Children, Offenders, Cohesion

National Research:

Buses Matter: a report by Campaign for Better Transport

- **People on low incomes** will be disproportionately negatively affected, Poorer people are less likely to have a car. Some children from poor families are put at further disadvantage because their parents cannot afford bus fares to get them to colleges and services. Children from low income families are at risk of poverty if affordable transport is not available.
- **Local businesses** rely on buses. Shoppers travel by buses, particularly to the high street which means that poor bus provision is a barrier for local economic growth.
- **Rural communities** suffer from buses that are infrequent, expensive, and in some areas non-existent, causing isolation and suffering for many.
- **Climate change** requires shift away from high carbon modes of transport, like driving, to lower carbon modes like public transport. Cuts to buses take us further away from meeting vital emissions reductions targets. The UK's domestic transport emissions are still rising
- Twenty five percent of households in the UK do not have access to a car.
- Central Bedfordshire households are more likely than England households to have access to a car or van. There were 157,000 cars or vans in Central Bedfordshire at the 2011 Census.





Central Bedfordshire Equality Impact Assessment Template

Central Bedfordshire Household Travel Survey April 2016

- usage of public bus services in Central Bedfordshire has declined 68% of residents never or rarely (i.e. not more than once a year) travel by bus, 65% in 2014 and 56% in 2012
- In terms of national comparisons, local bus use compares less favourably, with nationally
 - 27% of respondents saying that they use a bus at least once a week (compared to 13% locally).
 - 47% said they use a bus less than once a year or never compared to 68% locally (Department for Transport (Sept 2015), National Travel Survey 2014)
- 18% of residents said they are not interested in using public transport

Central Bedfordshire Public Consultation 2016

69% of respondents used the bus at least once a week

35% agreed with **proposal for changes to funding for bus services**. 19% unsure 44% disagreed.

Comments included:

Summary of comments - Proposed changes to how we decide which bus services to fund?	Valid %
Present bus service are poorly run and promoted so not well used. Need improving not cutting	19.7
Proposals could seriously impact or cut off rural communities	17.7
Elderly and vulnerable rely on bus services - cutting them will impact them severely	14.2
Proposals will block me/other commuters from being able to get to work/access job opportunities	12.7
I/we rely on bus services/concessions - please don't take them away	11.8
Proposals discriminate against/penalise older people and disadvantaged	11.7
9.30 is too late a start time for bus passes	10.4
Affected services needed for medical appointments	10.4
Cutting services will isolate vulnerable people	7.2
Passenger numbers do not reflect the importance of the routes to those who use them/their future usage	6.9
Cutting services will young people in terms of getting to school, work and socialising	4.2

45% agree with proposed approach to encouraging more voluntary and community transport solutions

A range of issues were highlighted in terms of how this would work in practice

- 40% agreed with proposal relating to times when bus pass can be used
- 24% agreed with proposal relating to how Travel Aid is funded
- 32% agreed with proposal relating processing bus pass applications
- 31% agreed with proposal relating to renewing bus passes.

Overall comments included:

Online-only bus pass applications/renewals would be problematic - not everyone can access the internet/a computer	37.2%
Should not adopt proposed time restrictions for bus passes - they are unreasonable and would make life difficult	33.2%
Not sure what will be achieved by new renewals process - will entail more admin costs and difficulties for users	12.2%
Proposals are unfair/discriminatory towards the old, vulnerable and disadvantaged	12.1%

Rural Urban Analysis:

Most of the results were similar for those in rural and urban areas, but there were some differences:

- Urban respondents were more likely to use the buses once a week or more (73% vs 65% for rural respondents).
- Respondents in rural areas were more likely to Disagree or Strongly Disagree with the proposed changes (Q1) – 49.5% of rural respondents, vs 40.5% of urban respondents.
- Rural respondents were more likely to Disagree or Strongly Disagree with the approach of encouraging more voluntary and community transport solutions (Q3) - 30.1% rural, 25.0% urban.

Representative Telephone survey 2016

19% of respondents used the bus at least once a week

83% of respondents agreed / strongly agreed with proposals for changes to funding for bus services. There was majority also support for:

- introducing a competitive tender process for community transport,
- limiting the times at which bus passes can be used and
- requiring residents to apply to renew their bus pass every 5 years.

62% Disagreed / strongly disagreed with the proposal to make applying for a bus pass online-only by 2020

2.2) To what extent are vulnerable groups experiencing poorer outcomes compared to the population or workforce as a whole?

The findings of local research and consultation highlight that:

- Community Transport is highly valued by older and disabled people
- Respondents to the public consultation which included a strong representation from frequent bus users, older and disabled people, have expressed concerns that the proposals will have an adverse impact in terms of reducing the number of services.
- Concern has also been expressed that online application processes can be problematic for older and disabled people
- Many respondents also highlighted that it would cause problems to limit the times when bus passes can be used

2.3) Are there areas where more information may be needed?

Section 2.4 below provides details of the research and consultation that has been undertaken.

2.4) Are there any gaps in data or consultation findings?

The following Consultation and market research been undertaken.

Central Bedfordshire **Household Travel Survey** undertaken in April 2016

Market research is being carried out with **Community and Fleet transport users** to identify the demand for this type of door to door transport provision.

The **Youth Parliament** will be consulted in relation to demand for transport provision for younger people.

Work is being undertaken to identify core, priority and tertiary routes based on current passenger usage, information in relation to concessionary pass usage outside the English National Scheme hours is also being gathered.



Central Bedfordshire Equality Impact Assessment Template

A full **public consultation** was held for 12 weeks commencing in April 2016. There were 1,526 responses to the public consultation. 541 were returned in paper form with 985 completed on line.

A **telephone survey** of residents in Central Bedfordshire was undertaken over a period of a month ending on the 15th August 2016. This survey provides a benchmark of the general population. Efforts have been made to include mobile phone numbers to help ensure that young people are included in the survey.

2.5) What action will be taken to obtain this information?

See above

2.6) To what extent do current procedures and working practices address the above issues and help to promote equality of opportunity?

A variety of consultation and market research has been undertaken in respect of the new strategy It is the stated aim that priority for transport will be where there is a proven demand by the elderly and or disabled.

Stage 3 – Assessing Positive & Negative Impacts

Equality checklist issues to be considered

Awareness	Appropriateness	Accessibility	Partnership - working
Take Up levels	Adverse Outcomes	Staff Training Needs	Contracts & monitoring

Analysis of Impacts	Impact?	Summary of impacts and reasons for this
3.1) Age		<ul style="list-style-type: none"> National research indicates that young people take the bus for 15% of their journeys, more than twice the level of usage of all other ages and that only 49% of further education students can always afford their travel costs The local telephone survey findings indicate that the majority of respondents age 18 – 24 support the funding criteria proposals Older people face many barriers to accessing transport and that considerations of accessibility, safety and affordability are paramount. Access to transport allows older people to remain independent and active in later life and helps people stay connected. Community transport can play a crucial role in helping older people access essential amenities Older people were more likely to use the buses. There were more likely to agree with the overall process (Q1), but much more likely to disagree with how we process applications and the proposed renewal process (Q5c & Q5d). 99% agree / strongly agree that the community transport service provides good value for money 83% agree / strongly agree that it is easy to travel around using community transport
3.2) Disability		<ul style="list-style-type: none"> 25% of disabled people experience difficulties using public transport People with longstanding illnesses are the least likely to use public transport Respondents with a disability were much more likely to use the bus regularly. They were also much more likely to disagree with the overall process (Q1), when you can use your bus pass (Q5a) how we process applications (Q5c) and how we renew bus passes (Q5d).



Central Bedfordshire Equality Impact Assessment Template

		<ul style="list-style-type: none"> 63% of respondents using community transport had a disability
3.3) Carers		No specific issues identified
3.4) Gender		<ul style="list-style-type: none"> Women were more likely to use the buses regularly compared to men (Q10). Women were also more likely to disagree with how we process applications, and the renewal process (Q5c & Q5d).
3.5) Transgender		No specific issues identified
3.6) Race		No specific issues identified
3.7) Religion / Belief		No specific issues identified
3.8) Sexual Orientation		No specific issues identified
3.9) Other e.g. Poverty / Social Class / Deprivation, Looked After Children, Offenders, Cohesion		<p>Poorer people are less likely to have a car. Car ownership in Central Bedfordshire is above the national average National research indicates that rural communities are more likely to experience buses services that are infrequent, expensive, and in some areas non existent, causing isolation and suffering for many. Respondents in rural areas were more likely to Disagree or Strongly Disagree with the proposed changes (Q1) – 49.5% of rural respondents, vs 40.5% of urban respondents. Rural respondents were more likely to Disagree or Strongly Disagree with the approach of encouraging more voluntary and community transport solutions (Q3) - 30.1% rural, 25.0% urban</p>

Stage 4 – Conclusions, Recommendations and Action Planning

4.1) What are the main conclusions from the assessment?

Local bus services are available to all members of the general public and, in principle, therefore, a reduction in service affects everyone equally. However, in practice, services are used primarily by people without access to cars. This includes young people, older people and families from lower income households. It is also the case that, despite potential mobility difficulties, disabled people do make more use of public transport than average. Finally, buses are used more by women than by men.

The results of research and consultation have demonstrated that respondents to the public consultation, which included a strong representation from frequent bus users, older and disabled people, have expressed concerns that the proposals will have an adverse impact in terms of reducing the number of services.

Concern has also been expressed that online application processes can be problematic for older and disabled people and many respondents also highlighted that it would cause problems to limit the times when bus passes can be used.

Community Transport provision is highly valued by older and disabled people

4.2) What are the priority recommendations and actions?

Further consideration should be given to retaining the existing time frames for bus passes. Whilst encouraging and supporting people to submit online applications whenever possible, a facility should remain to enable paper applications to be submitted in cases where a resident is unable to use the online application process.

As part of the introduction of the Subsidised Bus Service Assessment Process it will also be important that the Council facilitates and supports the development of community transport solutions.



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4.3) What changes will be made to address any adverse impacts that have been identified? See above		
4.4) Are there any budgetary implications?		
4.5) Actions to be Taken:		
Action	Date	Priority
Retaining the existing time frames for bus passes	ongoing	high
Enable paper applications	ongoing	high
Supports the development of community transport solutions	ongoing	high

Stage 5 - Quality Assurance & Scrutiny:	
Checking that all the relevant issues have been identified	
5.1) What methods have been used to gain feedback on the main issues raised in the assessment?	
Step 1:	
	The Corporate Policy Advisor (Equality & Diversity) for comment & decision re further scrutiny The Corporate Policy Adviser (Equality & Diversity has supported the development of the EIA.
Step 2:	
	The Equalities Forum 16 June 2016 The Panel noted that these proposals were the subject of public consultation, which would conclude on 12 July 2016. Further to a comment it was noted that in the past concessionary fares bus passes had been automatically renewed. The current proposal was that this practice should discontinue, as passes had in the past been sent to people no longer able to benefit from them, and in some cases, individuals who were deceased. Holders of concessionary passes would therefore be required to re-apply before their pass expired. School transport, safe routes to school and associated matters were discussed. A proposal was noted that bus companies should be permitted to bid for a school run contract lasting longer than a year, possibly for as long as 4-5 years. This would enable smaller companies to invest in the business with the security of knowing that the contract would run for longer than one year. The Panel discussed issues about the times of day during which concessionary rates should apply, including how this affected hospital out-patients attending appointments using public transport. A comment was made that the current times during which the concessionary fares operated were conducive to attending hospital appointments. It was acknowledged however that some retired people liked to use public transport early in the day for leisure reasons and be back home again before darkness fell. The Panel noted that 900 responses had been received so far and the consultation would remain open for a further month. A report would then be taken to the Executive and recommendations would go before a meeting of full Council in November 2016. The Panel was urged to encourage participation in the consultations. Paper copies of the consultation were in libraries.
Step 3:	
5.1) Has a member of the senior management team been notified of the outcome of the	



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assessment?

Stage 6 – Monitoring Future Impact
6.1) How will implementation of the actions be monitored?
6.2) What sort of data will be collected and how often will it be analysed?
6.3) How often will the policy be reviewed?
6.4) Who will be responsible for this?
6.5) Have the actions been incorporated in the service / business plan or team targets?

The results of all equality impact assessments will be made accessible to the public.

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