

Report to: **Cabinet**
 Date: **16 December 2014**
 By: **Director of Communities, Economy and Transport**
 Title: **East Sussex County Council Public Transport Strategic Commissioning Strategy and reformulated supported bus network**
 Purpose: **To update Cabinet on the findings from the 12 week consultation and present the proposed Public Transport Strategic Commissioning Strategy and reformulated supported bus network.**

RECOMMENDATIONS: Cabinet is recommended to:

- 1) Note the findings from the 12 week consultation as set out in Appendix 5**
- 2) Agree the proposed Public Transport Strategic Commissioning Strategy (the Strategy) as set out in Appendix 2;**
- 3) Agree the implementation of the proposed reformulated supported bus network (RSBN) (as set out in Appendix 4) from April 2015**

1. Background and development of the draft Public Transport Commissioning Strategy

1.1 In July 2013 a review of how the County Council provides support to local bus services in East Sussex began, with a consultation that sought the local community's initial views about current supported bus services and potential savings. On 28 November 2013, Cabinet noted the findings from the consultation and endorsed the development of an East Sussex County Council Public Transport Strategic Commissioning Strategy.

1.2 The majority of bus services in East Sussex are provided by bus companies on a commercial basis without subsidy from the County Council. These commercially run services are mainly concentrated along the coastal strip and on the inter-urban routes, and transport approximately 80% of all bus passengers. The County Council has a statutory responsibility to provide transport to and from school for 'eligible' children under the Education Act 1996 (as amended by the Education and Inspections Act 2006). In addition to these statutory requirements, the County Council also currently provides financial support (by virtue of the powers set out in s.63(4) of the Transport Act 1985) to the local bus and community transport network in areas where commercial services are not financially viable and where it is considered there is a need for bus services. On a typical weekday around 7,500 passengers use those bus services that are subsidised by the County Council. Background information about bus services in East Sussex together with relevant contextual information is detailed in section 3 of the Strategy Technical Appendix (Appendix 3).

1.3 The draft Strategy sets out how the County Council proposes to secure the best outcomes for East Sussex residents, through its understanding of need, matching supply with need, and making the most effective use of all available resources. If implemented, the Strategy will effect change in the overall nature and configuration of subsidised bus services and be a statement of commitment about the way in which the County Council intends to purchase services in future to ensure best value for council tax payers.

1.4 At the meeting on the 1 July 2014, Cabinet agreed to consult on the draft RSBN for a 12 week period, and that the final proposals would be brought back to Cabinet in December 2014.

2 Supporting Information

2.1 Motion passed by County Council at its meeting on the 2 December 2014

2.1.1 At its meeting on 2 December the County Council had a Full Council debate regarding a petition that had been received regarding proposals to reduce subsidised bus routes across Hastings and Rother. The petition had 6815 signatures and as the number exceeded 5000 the Council's Petition Scheme allowed for the petition to be debated by the Full Council. The Local Authority (Functions and Responsibilities) (England) Regulations 2000 set out those matters which should and should not be decided by the County Council's Cabinet. Duties under the Transport Act 1985 are a Cabinet function, however it was open to Full Council to make recommendations to the Cabinet which must be taken into consideration as part of that decision.

2.1.2. The Council agreed the following motion as its recommendation to inform the Cabinet's decision - *This council recommends that the cabinet reject the current proposals to significantly reduce the level of financial support that facilitates a number of bus services that operate to serve everyday life in an acceptable manner across many parts of East Sussex. Council appreciates the support from thousands of ordinary citizens, businesses, and those who through advancing years, infirmity and potential isolation, depend totally upon this level of financial support that allows for the provision of those services now under threat.*

2.2 Consultation findings and comparison to the data from on-bus surveys

2.2.1 The 12 week public consultation was carried out between 7 July and 28 September 2014 to give the wider community an opportunity to give their views about the proposals whilst they were being developed. The consultation complied with the requirements of Section 64 of the Transport Act 1985 and Section 109 of the Transport Act 2000, and went beyond this to give individuals the opportunity to feedback on the proposed Strategy and RSN. Over 3600 responses were received; 2593 surveys from individuals, 96 surveys from organisations, 903 comments and 13 petitions. Members must read and have regard to the Consultation Report (Appendix 5).

2.2.2 Feedback was mainly in opposition to the reduction in frequency of subsidised services as it was felt that a reduction in options to travel by bus did not offer the level of service the community would like. It was felt that the proposed reduction could affect quality of life, ability to attend medical appointments and impact on the vulnerable, particularly the elderly in rural locations.

2.2.3 There were some concerns around the impact on the economy if travel options were reduced and that the strategy assumed a 9.00 to 17.00 working pattern. It was also noted that a reduction in services could cause an increase in the usage of cars or remove choice of school. Half of respondents would not be happy to support the proposed 30% increase in fares (on those remaining subsidised services) and did not agree that it was a reasonable proposal. However a quarter of respondents understood why this increase is necessary. Further information on the findings from the consultation can be found in Appendix 5 and also the correspondence that has been received since the consultation closed which is available in the Members Room. This comprises around 30 letters and emails and almost 500 Don't Stop our Bus postcards.

2.2.4 On-bus surveys are taken on County Council funded services on a rolling 18 month programme and were undertaken prior to consultation on the draft strategy. These involve a surveyor travelling on a service and interviewing every passenger. The data from these surveys show that on the current subsidised bus network, education (44%) and shopping (32%) are the main needs being met. The other identified needs are social (10%), employment (9%) and medical (5%). However it is important to note that these needs do vary around the County. Further information from the needs and demand analysis can be found in section 2 of the Strategy Technical Appendix (Appendix 3).

2.2.5 The difference between the results from the on-bus surveys and the consultation findings is due to a number of factors; including that the consultation is more likely to be completed by those individuals most affected by the proposals, the number of responses received to the consultation, the age profile of the respondents and the frequency of travel which is likely to relate to an identified need.

2.3 Summary of the proposed Public Transport Commissioning Strategy, and the proposed reformulated supported bus network

2.3.1 The consultation has increased our understanding of why respondents use the supported bus network and provided feedback on our proposals. Whilst respondents would like bus services at a greater frequency than proposed, this is an indication of demand as opposed to need.

2.3.2 A wide range of data was reviewed during the development of the draft Strategy to provide a clearer understanding of the travel needs of residents and communities across East Sussex. The findings from the consultation have added to this understanding of need; however, for the reasons set out above, the assessment of travel need set out in the Strategy remains accurate (Appendix 2). The strategic outcomes and hierarchy identified in the draft Strategy would result in a RSN that would meet the needs identified as part of this strategic commissioning process. It is therefore proposed that no amendments are made to:

- "Our Vision" - To ensure the integrated bus network in East Sussex is sustainable and meets the needs of our residents; or
- Priorities:
 - Priority 1 – Enable children eligible for statutory free home to school transport to travel to the nearest suitable school or college
 - Priority 2 – Enable residents to get to work at key centres during peak times
 - Priority 3 – Enable residents to access essential services during the day on a minimum of two days per week
 - Priority 4 – Enable children who are not eligible for statutory free home to school transport to travel to the nearest available school or college

2.3.3 During the development of the Strategy, consideration has been given to alternative models of service delivery and funding mechanisms. These are summarised in Appendix 1.

2.3.4 Following the public consultation, the proposed RSBN remains based on the strategic outcomes and hierarchy identified in the draft Strategy. The proposed RSBN remains broadly similar to the draft RSBN but the impact on some service users has been reduced by the successful commercialisation of 23 services, and the proposed award of a number of alternative tender submissions. However it is still proposed that funding be withdrawn for a number of the higher subsidised routes, and evening and weekend services.

2.3.5 As a consequence, the proposed RSBN would offer peak time access to education and employment, and reduced daytime services to key centres on Mondays to Saturdays. The commercialisation of 23 services currently subsidised by the County Council will increase the proportion of all local bus trips that are made on commercial services in the county from 80 to 85%. Further information on the proposed RSBN can be found in Appendix 1, and Appendix 4.

2.3.6 The current County Council net subsidy per passenger ranges from £0.06 to £11.97 with an average for supported services across East Sussex of £0.81. The proposed RSBN would have a net subsidy per passenger ranges from £0.02 to £4.83 with an average for supported services across East Sussex of £0.59. Further information can be found in Appendix 1.

2.4 Addressing specific concerns that emerged during the consultation

2.4.1 During the consultation, concerns were expressed that the implementation of the RSBN:

- could affect people's ability to attend medical appointments;
- would be in conflict with the ESCC Local Transport Plan;
- would potentially affect the environment; and
- would potentially have an impact on the local economy.

Further analysis has been undertaken to examine these concerns and this can be found in Appendix 1.

2.5 Financial Analysis

2.5.1 The savings target for transport services identified during the Reconciling, Policy, Performance and Resources process approved in February 2013 totals £2.23m. A £0.57m saving was achieved in 2014/15, leaving a further £1.66m to be saved in 2015/16.

2.5.2 The 2014/15 budget for passenger transport totals £10.746m, consisting of £8.016m for the East Sussex concessionary pass scheme for older and disabled people, £2.213m net for payments to operators for supported services, and £0.517m for other related Passenger Transport Group costs.

2.5.3 Following the public consultation and the draft RSBN tender process, the proposed RSBN has been amended; however it is still based on the draft strategic outcomes and hierarchy. It is estimated that the implementation of the amended proposed reformulated supported bus network would deliver a total saving of £1.88m. This is based on the £0.57m saved in 2014/15, together with a further £1.31m in 2015/16. This leaves a shortfall of £0.35m to be found from within the Department.

2.6 Equality Impact Assessment (EqIA)

2.6.1 Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 ('the PSED') in determining these proposals. The Equality Impact Assessments (EqIA) that have been prepared for both the draft Strategy and the RSBN have been updated using the results of the consultation. The EqIA is carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics, to ensure that there is no impact on relationships when carrying out any re-commissioning of services and to ensure that the proposals do not discriminate against any disadvantaged or vulnerable people. The EqIAs are appended to the Report (Appendix 5). Members must read the EqIAs and take their findings into consideration when determining these proposals.

2.6.2 In order to comply with the PSED, members must have 'due regard' to the equality aims, as set out in the Equality Act 2010. For further details see Appendix 5.

2.6.3 Given the nature of the Strategy and the RSBN proposals and their potential to impact upon those with protected characteristics (most notably individuals who are elderly and/or have a disability and/or live in a rural area), the regard required shall be high. However, the PSED is one relevant factor to consider alongside other factors such as budgetary and economic factors. As part of the EqIA process, a detailed assessment of potential mitigations has been undertaken. If the Strategy and RSBN are approved, one of the key mitigation measures that will reduce the impact of the proposals for those with protected characteristics is the implementation of an amended proposal for Dial a Ride services. For those Dial a Rides which currently receive financial support from the Council we will provide funding to ensure at least a 3 day a week service. Following positive discussions with the providers of these services, this commitment

of funding would result in these Dial a Ride services operating for between 4 and 6 days a week from April 2015, subject to parish and town council funding for individual schemes being maintained at the current levels.

2.6.4 We will use a wide range of communications materials to encourage the community to find alternative solutions and actively raise awareness of available options such as car share clubs, the wheels2work scheme and alternative commercially provided public transport options.

3. Conclusion and Reason for Recommendation

3.1 The feedback received from the public consultation has improved our understanding of why people use the supported bus network and provided feedback on our proposals. However the findings from the consultation have not changed the assessment of travel need set out in the Strategy for the reasons described in this report. The proposed Strategy would ensure that the County Council secures the best Public Transport outcomes and value for money for East Sussex residents. It is therefore recommended that Cabinet agree the proposed Public Transport Strategic Commissioning Strategy

3.2 The proposed RSBN remains based upon the strategic outcomes and hierarchy identified in the Strategy and is broadly similar to the draft RSBN that was consulted on. Following the public consultation and the tender process, it is estimated that the total saving that implementation of the RSBN would deliver has increased by £0.09m to £1.88m. Cabinet is recommended to agree the implementation of the proposed RSBN from April 2015.

3.3 Cabinet is recommended to note the findings from the 12 week public consultation, and to note that the proposed RSBN would meet the needs identified as part of this strategic commissioning process, and provide peak time access to education and employment, with reduced daytime services to key centres Mondays to Saturdays. Following implementation of the RSBN, 91% of all current passengers on the East Sussex bus network would be unaffected, and over 95% would still have access to a 6 day a week service, Monday to Saturday.

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BACKGROUND DOCUMENTS:

None

Appendix 1 – The proposed Reformulated Supported Bus Network

1. Introduction

This appendix sets out how the proposed reformulated supported bus network ('RSBN') (as amended) has been developed from the original draft network and the effect of decisions by commercial bus operators to take on a number of services that were previously supported.

It explains the impact that the proposed RSBN will have on the residents and communities of East Sussex if it is implemented. It addresses both the direct implications for passenger numbers, trip making and subsidy levels and also the indirect effects on the local economy and environment. It also contains details of alternative models for service delivery or funding that were considered during the development of the RSBN. To add context it also summarises actions of other local transport authorities in response to recent and current budgetary pressures.

2. The Proposed Reformulated Supported Bus Network

The proposed RSBN remains based on the strategic outcomes and hierarchy identified in the draft Strategy and is broadly similar to the draft RSBN. It is still proposed that funding be withdrawn for a number of the higher subsidised routes, and evening and weekend services. For example, service 229, which operates between Tunbridge Wells and Rotherfield and is subsidised on a Friday and Saturday evening, has a net subsidy per passenger of £6.33. In addition, two Taxi Rider services have high net subsidies per passenger. These are the Peacehaven Taxi Rider (net subsidy per passenger of £5.05), and the 355 Taxi Rider that operates between Heathfield and Battle (net subsidy per passenger of £11.97). It is proposed that these services are withdrawn due to their poor value for money.

As a result of decisions by operators to take on a number of services commercially, 90 of the current 101 supported bus services will continue to have a service. The proposed RSBN is summarised in Appendix 4 of the Report.

The proposed RSBN would offer peak time access to education and employment, and reduced daytime services to key centres on Mondays to Saturdays. In summary the main characteristics of the proposed RSBN would be:

- supported peak time services would be largely unchanged;
- supported off-peak daytime services that currently operate hourly or better would still operate Monday to Saturday but with a reduced frequency (generally 2 hourly);
- supported off peak daytime services that currently operate less than hourly would generally be reduced to a service that operates 2 days a week (on most services around 2 hourly);
- financial support for evening and Sunday services would be withdrawn;
- provide funding for a 3 day a week Dial a Ride service, or maintain the current level of funding if this already provides a Dial a Ride service for 3 days.

It is anticipated that the changes described above would have the following impact on passengers:

- No significant change for the vast majority of passengers using the network at peak times (between 8-9am and 5-6pm), apart from the customers of the 355 Taxi Rider service.
- Current off peak (between 9am and 5pm) daytime passengers on a number of supported services would experience a change in the frequency of their service:
 - 13 supported off-peak daytime services would operate Monday to Saturday with generally a 2 hourly a frequency. The average number of daily passengers on these 13 services is 954,
 - 2 supported off peak daytime services would operate 3 days a week, on most

- services around 2 hourly. The average number of daily passengers on these 2 services is 22
 - 7 supported off peak daytime services would operate 2 days a week, on most services around 2 hourly; 4 of which would run on Monday to Friday school days / peak times too. The average daily passengers on these services, excluding scholars, is 217
- Financial support for 7 evening and Sunday services would be withdrawn. The average number of daily passengers on these 7 services is 468.

The current County Council net subsidy per passenger ranges from £0.06 to £11.97 with an average for supported services across East Sussex of £0.81. The net subsidy per passenger for the proposed RSBN would range from £0.02 to £4.83, with an average for supported services across East Sussex of £0.59. Further information can be found in section 9 below.

Over a number of years the County Council and bus operators have worked proactively to develop a bus network in East Sussex that can flourish without being dependent upon public funding. In this time a number of services have been taken on by the commercial sector having previously been supported by the County Council. Examples include service 31 (Haywards Heath-Heathfield), 51 (Eastbourne-Uckfield on Sundays), 252 (Heathfield-Tunbridge Wells on Sundays), service 254 (Tunbridge Wells-Hawkhurst), 304/305 (Hawkhurst-Hastings and 349 (Hastings-Hawkhurst). The County Council's past investment in these routes effectively acted as kick-start funding for what are expected to be commercially viable services in the longer term.

Through the course of the commissioning strategy process, as well as being given the opportunity to comment on future ways of addressing service needs, bus operators were given the opportunity to develop market-led service solutions. Understandably, operators have been reluctant to confirm new service provision until towards the end of the review.

Following positive discussions between County Council officers and a number of bus operators (Brighton & Hove Buses, Compass, Hams, Renown and Stagecoach), 23 services currently subsidised by the County Council will be operated on a commercial basis from April 2015. This includes services in all Boroughs and Districts across East Sussex. A list of those services that have been commercialised can be found in section 3 below. Engagement with the bus operators will continue as County Council officers look to further reduce the impacts of any reduced levels of funding.

During the consultation we received feedback from customers and stakeholders regarding the proposed changes to Dial a Ride services. In addition we also received proposals from a number of Community Transport operators to 'part-commercialise' a number of the Dial a Ride services. Following analysis of the feedback on these proposals we now recommend providing funding for a 3 day a week Dial a Ride service, or maintaining the current level of funding if this already provides a Dial a Ride service for 3 days. This would mean that those Dial a Rides we currently provide financial support to would operate for between 4 and 6 days a week from April 2015. Further information on the Dial a Ride services we currently support can be found in Appendix 4.

Ringmer College, Heathfield College and Uplands College in Wadhurst, have long established school bus routes to transport pupils from outside the community areas of their schools. The draft RSBN reflected the Council's Vision and Priorities (as set out in the Strategy) to ensure an integrated bus network in East Sussex. The priorities set out in the Strategy do not include providing funding for non-eligible children to travel to a school that is not their nearest available school. Consequently, the draft RSBN replaced the existing services for the schools with a 'closed door arrangement', and it was intended that this provision would ultimately be removed in future years.

However, this proposal has been amended, so that under the proposed RSBN the existing services will continue as open door services. This has been possible as a result of the bus operators agreeing to take over most of the services on a commercial basis. Maintaining the Heathfield services 267/268/269 as an open door arrangement would however lead to an estimated on-going cost of £11,000 per annum. This cost assumes the current contract prices and fares for the estimated 71 children affected (figure as at October 2014) increasing to a maximum of £16 per week. Single and day return tickets would continue to be provided. Maintaining these existing services as open door arrangements would help to address concerns raised by the schools and parents during the consultation.

It is also proposed to increase adult and child fares across the supported bus network. Subject to discussions with bus operators, daily fares will increase by up to 30% and the cost of a weekly ticket on a supported bus will increase by up to £3 (except for those services detailed above).

3. Impact of Commercialisation

Of the 101 supported bus services that operate today, the draft network would have retained a service on 90 of them, with support withdrawn from 9 evening and Sunday services that do not meet the strategic priorities set out in the draft Strategic Commissioning Strategy and from 2 services with a high per passenger subsidy.

However, as a result of bus operators agreeing to take on a number of services commercially, 90 of the current 101 supported bus services will continue to have a service. The proposed RSBN will, if implemented, provide 67 services.

The table below lists the services that operators will take on commercially as at 1 December 2014.

Ser.	Route	Commercialisation	Operator
20-22	Ore-Hollington	Evenings & Sundays	Stagecoach in Hastings
26	Hastings-Conquest Hospital	Evenings & Sundays	Stagecoach in Hastings
28/29	Lewes-Tunbridge Wells	Evenings	Brighton & Hove Buses
95	Bexhill-Conquest Hospital	Peaks and schools	Renown Coaches
121	Lewes-Newick	Full service exc. 1 school bus	Compass Travel
123	Lewes-Newhaven	Full service exc. 1 school bus	Compass Travel
125	Barcombe-Lewes-Alfriston	Lewes-Alfriston section	Compass Travel
126	Seaford-Alfriston-Eastbourne	Alfriston-Eastbourne section	Compass Travel
127	Lewes-Landport Estate	Full service	Compass Travel
128	Lewes-Nevill Estate	Full service	Compass Travel
141/2	Eastbourne-Ringmer College	Full service	Renown Coaches
143	Lewes-Ringmer-Eastbourne	Full service	Compass Travel
253	Burwash – Uplands College	Full service	Hams Coaches
254	Tunbridge Wells – Uplands College	Full service	Hams Coaches
256	Tunbridge Wells – Uplands College	Full service	Hams Coaches

258	Kilndown – Uplands College	Full service	Hams Coaches
261	Uckfield – East Grinstead	Monday to Friday service	Compass Travel
320	Bexhill-Claverham College	Full service	Renown Coaches
326	Rye Local	Full service	Rye CT
340	Hastings-Tenterden	Full service	Stagecoach in Hastings
341	Hastings-Tenterden	Full service	Stagecoach in Hastings
344	Hastings-Rye-Northiam	Hastings-Rye section	Stagecoach in Hastings
345	Fairlight-Rye school service	Full service	Stagecoach in Hastings

4. Daily Passenger Numbers

The impact of the proposed RSBN (as amended) on daily passenger numbers has been estimated using the County Council's passenger data records as at April 2014.

Estimated future figures have then been calculated using demand elasticity factors that describe the relationship between service level and bus use. The standard bus industry factor is 0.4 which means that for every 10% change in service level, there is a corresponding 4% change in passenger use. This standard factor has been used for off-peak travel by fare-paying passengers using services that are currently hourly or better.

However, peak commuting demand, bus use by concession card holders and bus use on low frequency services are less responsive to changes in service level due to the limited alternatives available. Therefore a factor of 0.2 has been used for these groups. The results are shown below.

	Daily Passenger Numbers	%
Current	7,565	100
Estimated Future	7,074	93
Change	491	7

The analysis shows that 93% of current bus users can be expected to continue to use buses in the proposed RSBN.

With the take up of services commercially by operators, circa 600,000 trips per year currently made on the supported network will transfer to the commercial sector. This means that across the county the proportion of all local bus trips made on commercial services would increase from 80% to 85%.

5. Local Economic Impact

The supported bus network contributes to the economy of East Sussex in three ways:

- the value of goods and services made by people who use the bus to access employment
- the spend by people who use the bus for shopping or leisure
- the income gained by bus operators being recycled as staff wages and purchases from local suppliers

Employment

Research by the University of Leeds shows that, on average across Great Britain, a worker who commutes by bus contributes £18,000 in gross value added (GVA) to the economy.

The GVA calculation is based on the wages paid to workers plus the profit earned by their employer. Average wage rates across East Sussex are approximately 97% of the national average which gives an average GVA figure of £17,400 per bus commuter in East Sussex.

Surveys of supported bus network passengers show 9% of trips on the network are for commuting purposes. These passengers are primarily using services within or into the 15 main key centres in East Sussex, as well as the four centres in Kent and West Sussex which are accessible by supported services. Using the University of Leeds methodology suggests that the total value added to the East Sussex economy by commuters on the supported bus network is £5.9 million per year.

The Strategy places access to employment as a high priority and the reformulated supported bus network has been designed to maintain this. As a consequence the impact on employment, and consequently the value of goods and services made is expected to be minimal.

Shopping and Leisure

It is estimated that 4,300 people use the supported bus network on an average day for shopping and leisure purposes. Research by the University of Leeds and the Confederation of Passenger Transport shows that the average spend nationally on such trips is £30. Applying this to East Sussex suggests that £19.6 million is generated for the local economy by users of the supported bus network.

We estimate that 216 shopping trips will be lost per day as a result of implementing the proposed network, with a gross loss to the economy of £990k. However, a proportion of this spend will be transferred to other trips: i.e. some people will travel less often and spend more on each continued trip; others will use their car or get a lift to make the trip; and others may use online shopping services with home delivery.

Across East Sussex, 78% of households have access to a car and while in some cases it will be unavailable if used, for example, on the daily commute, in other cases particularly those who have retired, the car may be a realistic alternative.

The overall spend is therefore likely to be largely maintained, other than a possible reduction in spending on refreshments, typically around £5 per trip. Using this figure would suggest that the revised RSN would lead to losses to the economy of £165k per year across the whole county.

The table below shows services where it is forecast that there will be a reduction in shopping trips:

Service	Daily Shopping Trips		
	Current	Future	Lost
7	75	62	12
27	40	34	7
29	27	23	5
95	124	95	28
97	31	23	7
121	39	37	2
123	156	131	25
125	102	85	17
126	47	39	8
127	159	125	34
128-129	149	141	8
145	107	95	12
166	25	19	5
224	38	35	3
226	41	34	7
229	9	8	1
248-249	22	20	2
256	10	9	1
261	22	20	3
312	66	62	4
317	13	11	2
318	70	59	11
342	20	18	2
344	85	82	3
347	72	65	7
355	1	0	0
Total			216

Bus Operators

The reduction in supported bus services budget of £1.3 million plus lost passenger fares income of £100k will impact directly on bus operators. Spending on vehicles, fuel and insurance typically accounts for 53% of bus operating costs and largely flows to national (and international) suppliers, therefore avoiding a significant impact on the local economy. The remaining 47%, which equates to £740k, is largely spent on staff wages and this sum would be lost to the local economy.

6. Impact on Medical Trips

Our best estimate is that around 400 people use a supported bus service each day to get to a health or medical appointment. Following the revisions to the supported bus network, the great majority of these people (around 85%) will continue to be able to use a 5 or 6 day a week service with a two hourly or better frequency.

We estimate that around 25 medical trips a day could be compromised by the proposed change to the network. A small number of these are likely to be people who will continue to have access to a daily service, but who are not able to cope with the reduced service timetable. However, most of these lost trips will be on services that will no longer operate daily. These include those people using dial-a-ride services to get to an appointment, and other users of public bus services that will in future operate two days a week only.

It is currently unclear what can be done to help those using services to reach a medical appointment on the days the service is no longer operating. For these people, and more generally, a number of initiatives could be taken to lessen the impact of reduced transport. The first is for patients themselves to be clearer, when arranging appointments, about the days and times that they can attend. This applies in primary care, for dental appointments and in secondary care (through the 'Choose and Book' system). Routine, non-emergency appointments should increasingly be arranged to fit with patients' travel options; extending advice in primary care by phone would also obviate the need for some travel.

The tables below show the estimated trips that would be made on the amended proposed network for medical purposes and those that would potentially be lost.

Services operating 2-hourly or better	
Service	Estimated Medical Trips
1	4
7	1
23	11
27	2
29	0
51	3
55	16
95	34
97	5
98	3
119	49
121	7
123	16
125 (Lewes-Eastbourne)	8
127	26
128	12
143	2
145	10
228-229	28
312	5
326	15
340-341	50
344	22
347	0

Services operating less than 5 days per week	
Service	Estimated Medical Trips
40, 42	6
B67-79	8
125 (Lewes-Barcombe)	7
126 (Seaford-Alfriston)	3
166	2
224	4
226	0
246	2
248-249	5
256	2
261	9
317	0
318	4
355	0
824	0

Estimated Reduction in Medical Trips			
Service	Daily Medical Trips		
	Current	Future	Lost
7	2	1	1
95	41	34	7
121	8	7	1
123	18	16	2
125	17	15	2
126	6	5	1
127	31	26	5
128	13	12	1
145	12	10	2
166	3	2	1
248-249	6	5	1
355	1	0	1
Total			25

7. Environmental Impact

A reduction in bus services has the potential to change the amount of emissions to air, notably particulates and nitrogen dioxide (which impact on health) and carbon dioxide (which impacts on climate change). For instance, if it's assumed that everyone who would have travelled on a bus service that is discontinued was to complete their journey using a private vehicle instead then there may be a change in emissions to air. The effect on local air quality could be either:

- 1) beneficial, because total emissions from the private cars that replace the bus service might be lower than the emissions from the bus service (eg. if the level of bus patronage is low and, therefore, the total number of people who transfer to private cars is low); or

- 2) detrimental, because total emissions from the private cars that replace the bus service might be higher than the emissions from the bus service (eg. if the level of bus patronage is high).

The key question is whether any change is significant, which is usually determined by estimating the magnitude of the change, both in terms of the absolute and relative change in air quality, how many people this change affects, the duration of the change, its frequency and whether it's reversible. The change can then be assessed against existing guidance, and professional judgement applied by an air quality specialist to conclude whether the change is likely to be significant or not.

There are a number of factors that would make such an assessment complex. For instance, emissions from buses and private vehicles vary widely, depending on factors such as the type and age of the vehicles and how they're driven. Therefore, a simpler way to determine whether a change may be significant is to look at examples of the effect of transport schemes on air quality elsewhere. For example, it's estimated that the Bexhill to Hastings Link Road will divert approximately one third of vehicles from the A259 Bexhill Road, which is currently covered by an Air Quality Management Area. The modelling carried out by independent consultants¹ concluded that this large decrease in traffic volume would lead to only a very small reduction in the annual mean concentration of particulate matter, of less than 1 µg/m³.

A number of different organisations have developed guidance on how to assess the significance of changes to air quality (eg. the Institute of Air Quality Management; Environment Protection UK; the Highways Agency). The approach that has probably been most widely used to date has been to determine that a change below 1% of the relevant air quality threshold is considered "imperceptible". To trigger more than a 1% change requires a significant change in traffic volumes.

Consequently, it's reasonable to conclude from the above that, even replacing all discontinued bus services with private car journeys, it's highly unlikely that there will be a significant effect on local air quality, because the magnitude of change will be imperceptible.

¹ See: http://www.hastings.gov.uk/using_this_site/find_faster/search/?q=air+quality+management+hastings

8. ESCC Local Transport Plan

The transport planning and operational policies the County Council has adopted, including the strategies for public transport, are set out in the current Local Transport Plan. These policies have led to service efficiencies and delivery success, built up via good practice such as the systematic bus reviews and retendering which over the last few years that have achieved savings of over £1m. The Strategy builds upon these firm foundations and would ensure effective bus services are available to meet the prioritised needs of the County.

Concerns were raised during the consultation that implementation of the RSN would be in conflict with the ESCC Local Transport Plan. However, this is not the case. The Local Transport Plan 2011 – 2026 was adopted by the County Council in May 2011 and within it the LTP Strategy (chapter 4) sets out the future direction for transport in East Sussex to support economic growth. Paragraph 4.2 identifies that in order to ‘maintain economic activity and quality of life across the county as a whole, [the County Council will] give priority to ...support[ing] the delivery of public and community transport’. However, paragraph 4.3 of the LTP highlights that ‘how far we are able to deliver all of these strategy elements will be influenced by the levels of funding available over the duration of the plan’.

9. Subsidy Levels

The net cost of acceptable individual tender submissions received during the tender process has been calculated. The net cost is the cost to the Council’s CE&T budget after taking account of funding received from Children’s Services for Freedom Tickets and other sources such as developer contributions and cross-boundary income. To provide a measure of value for money, this net cost has been divided by the estimated number of passengers who will use the service to give a net subsidy per passenger.

Of the 41 tenders reviewed, 16 have a subsidy under £1 per passenger; 15 have a subsidy between £1 and £2; there are six between £2 and £3; and just four in excess of £3. Three of those which are in excess of £3 per passenger are dial-a-ride services, reflecting the inevitably low utilisation associated with this type of service; and the fourth is the Newhaven to Saltdean school service.

The average subsidy per passenger is estimated to be £0.59, compared to the current figure of £0.81. The table below shows the figures for each service where an acceptable tender submission has been received:

EAST SUSSEX COUNTY COUNCIL
REFORMULATED SUPPORTED BUS NETWORK
SUBSIDY per PASSENGER

Service	Route	Payment to Operator	ENCTS retained by ESCC	Freedom Tickets	Other Revenue	Net Subsidy	Estimated Passengers	Subsidy/ Passenger
421	Newick-Lewes	£32,175	£0	£5,548	£0	£26,627	5,510	£4.83
154	Eastbourne and Polegate Dial a Ride	£22,172	£0	£0	£0	£22,172	4,653	£4.76
152	Lewes Dial a Ride	£14,782	£0	£0	£0	£14,782	4,017	£3.68
494	Tideway School-Saltdean (pm)	£19,976	£83	£462	£0	£19,431	5,700	£3.41
23b	Hastings-Hollington-Conquest Hospital	£15,999	£0	£0	£0	£15,999	5,757	£2.78
824	Lewes-East Grinstead	£75,374	£4,158	£10,792	£5,255	£55,170	23,094	£2.39
349	Hastings-Bodiam-Hawkhurst	£12,991	£777	£0	£0	£12,214	5,130	£2.38
246-249, 262	Uckfield Area	£20,683	£0	£0	£0	£20,683	9,088	£2.28
461	Peasmarsh-Bexhill College	£23,940	£0	£6,913	£0	£17,027	7,600	£2.24
261	East Grinstead-Uckfield	£72,592	£7,150	£6,785	£4,008	£54,650	24,538	£2.23
411	Pett-Rye	£30,400	£0	£15,778	£0	£14,622	7,600	£1.92
166	Lewes-Haywards Heath	£75,374	£4,900	£1,677	£3,662	£65,136	36,187	£1.80
426	Argos Hill-Crowborough	£34,200	£0	£18,916	£0	£15,284	9,690	£1.58
151	Seaford Dial a Ride	£14,782	£0	£0	£4,428	£10,354	7,039	£1.47
54	Uckfield Local	£16,510	£368	£0	£0	£16,142	11,285	£1.43
460	Etchingham-Bexhill College	£23,940	£0	£10,485	£0	£13,455	9,500	£1.42
305	Hastings-Robertsbridge-Hawkhurst	£36,422	£15,709	£0	£4,104	£16,610	11,741	£1.41
72, 75, 76	Hastings-Helenswood School	£66,188	£268	£13,285	£0	£52,634	39,900	£1.32
129, 423	Malling-Lewes-Winterbourne	£86,996	£9,438	£8,506	£0	£69,052	52,616	£1.31
40, 42	Berwick-Seaford/Hailsham	£11,700	£0	£0	£0	£11,700	9,060	£1.29
455	Netherfield-Claverham College	£29,260	£0	£16,963	£0	£12,297	9,880	£1.24
71	Silverhill-William Parker School	£17,160	£430	£0	£0	£16,730	14,440	£1.16
355	Heathfield-Battle	£11,018	£1,873	£0	£0	£9,145	7,895	£1.16
224	Crowborough-Wadhurst	£11,105	£0	£0	£4,500	£6,605	6,066	£1.09
456	Hooe-Claverham College	£34,200	£0	£22,325	£0	£11,875	11,590	£1.02
483	Peasmarsh-Robertsbridge CC	£34,390	£0	£19,875	£0	£14,516	14,820	£0.98
74	Hastings-Helenswood School	£22,063	£44	£5,547	£0	£16,471	20,900	£0.79
55	Eastbourne-Beachlands	£35,711	£0	£12	£10,402	£25,297	37,444	£0.68
484	St Leonards-Robertsbridge CC	£20,190	£129	£8,148	£0	£11,912	17,860	£0.67
457-458	Ore-St Richards College	£33,393	£437	£12,820	£0	£20,136	34,580	£0.58
317	Heathfield Local	£3,118	£2,139	£0	£0	£979	1,889	£0.52
442, 482	Westfield School/Robertsbridge CC	£28,310	£0	£20,157	£0	£8,153	19,000	£0.43
7, 27, 29, 347	Hastings Area	£92,415	£75,259	£13,456	£0	£3,700	57,233	£0.06
226	Crowborough Local	£13,427	£10,065	£0	£0	£3,362	12,029	£0.28
145, 493	Newhaven Local	£41,548	£33,746	£0	£0	£7,802	38,792	£0.20
453	Burwash-Uplands CC	£36,075	£3	£32,477	£0	£3,595	25,460	£0.14
119-120, 492	Seaford Local	£79,560	£61,557	£9,534	£0	£8,469	78,327	£0.11
318	Heathfield-Burwash-Hurst Green	£8,038	£5,969	£0	£0	£2,069	45,816	£0.05
228-229	Crowborough Local	£33,687	£565	£0	£33,045	£77	4,648	£0.02
1, 51	Eastbourne-Roebuck Park	£141,239	£0	£0	£141,239	£0	51,850	£0.00
418	Hurst Green-Heathfield CC	£30,368	£0	£33,509	£0	£-3,141	7,600	£-0.41
Average						£723,792	1,224,695	£0.59

	Total
16	< £1.00
15	£1.01 - £2.00
6	£2.01 - £3.00
4	> £3.00
41	

10. Analysis of Alternative Models

In pursuing the Strategy, consideration has been given to alternative models of service delivery and funding mechanisms. These alternative models are informed by the challenges on a national level to deliver local public transport networks within tighter fiscal restrictions.

Consideration has been given to options for alternative models of service delivery and funding from other sources. Some of these have been informed by our discussions with

other local authorities who are facing similar challenges in developing their future supported bus networks. Each of these alternative models is discussed below:

'Innovative' Solutions

Community Transport Sector

Community transport is non-profit making transport provision. In East Sussex, these range from local car lift schemes intended to meet a particular need, such as access to a doctors surgery, to minibus dial a ride and local bus services. Some rely exclusively on volunteers, whilst others employ paid staff.

Community transport providers have consistently raised concerns that they should not be viewed as being capable of significant expansion. The providers are often reliant on the efforts of key individuals and the sector struggles for volunteers to maintain services. Those who use paid drivers are fighting to keep their costs under control and may offer no financial savings compared with conventional transport.

Dial a Ride Services

Dial a ride services offer transport within a defined geographical area between specified times. The service users pre-book their journeys with the service provider, who may be a community transport provider or subsidised taxi/private hire operator. This can also take the form of a formal taxi-share scheme. The transport journey will only run if there is a booking. Such schemes have the advantage that they can potentially satisfy service users' needs within a wide geographical area.

Apart from the administration of bookings, the main barrier to cost-effective dial a ride services is it is not efficient for vehicles to carry a few passengers at a time. It is therefore necessary to regiment the journey opportunities offered to potential service users, so that the provider can operate with good vehicle loadings.

Taxi Schemes

As well as dial a ride/taxi share schemes mentioned above, some authorities offer subsidised taxi vouchers. These are more typically offered in lieu of a concessionary bus pass, where authorities have chosen to allow those who qualify for bus passes to voluntarily give up their entitlement in exchange for the taxi vouchers. A few authorities have a taxi voucher scheme within a geographical area which otherwise has little or no alternative public transport provision. The advantage for service users is that the vouchers make it more affordable to use taxis.

The main concern from a cost stand-point is that service user take-up of a taxi voucher scheme is likely to be very high as 'free' taxi travel would be highly valued by a larger section of the local community.

Supermarket Buses

Some supermarkets fund their own free bus services to attract additional custom. These are usually to out of town locations from communities where there are no direct bus services to the particular store. These bus services are planned to provide optimum shopping time at the supermarket.

Engaging with the supermarkets to influence their bus service provision would crucially change the nature of these services. Local authorities have consistently resisted suggestions by certain supermarkets to turn these into conventional local bus services. To do so would enable the supermarket to claim concessionary fares reimbursement from the local authority for journeys undertaken by eligible pass-holders. The additional concern is that the supermarket stores often provide only a single destination shopping opportunity and therefore do not satisfy other travel needs.

Use of Vehicles of a more appropriate size

A very frequent suggestion is that bus services would be more viable if smaller vehicles were used. The size of the vehicle provided by operators is determined by the peak number of passengers they expect to carry, which will often be at school times. Apart from community transport arrangements run by volunteers, by far the biggest cost for any transport provider is the driver cost. Therefore it is rare for it to be cost-effective for a larger vehicle to be replaced by a smaller one at off-peak periods.

Advertising and Promotion of Bus Services

With reduced funding it is usual to cut back on advertising and promotion, rather than reduce transport service provision. The larger commercial public transport providers have tended to increase their promotional budgets with apparent good effect.

For the majority of local authority funded bus services it is the operator who will benefit financially from any increase in fare paying passengers. There is therefore an expectation that they will promote the services.

However, the demand for many supported public transport services would be described as 'inelastic'. This means take-up of the service is unlikely to change significantly as a result of other factors, including price.

Increased Charges to Service Users

The level of fare charged may be a determining factor for how often a service user travels, or whether they can afford to do so. A significant proportion of supported bus service users are young people paying discounted fares. Commercial bus operators also usually offer discounted fares in East Sussex, though less so in Kent and West Sussex where the local authorities have addressed this through introducing concessionary fares schemes for young people. Increasing fares would however reduce the cost of providing supported bus services.

Development Contributions

New commercial and residential developments require the local authority to consider their transport impact. The County Council will seek to mitigate these impacts in terms of the location, scale and design of the developments. Where appropriate, the County Council will consult with commercial transport providers. This is to recommend measures to try and ensure the detailed design is likely to offer public transport providers the ability to serve the development on a commercial basis once established and fully occupied. In particular, best public transport practice estate design can be critical in ensuring a commercial bus service.

Development contributions may be necessary to improve the public transport infrastructure, eg bus stop provision, and to kick-start a new or enhanced bus service over the early years of the development.

Commercialisation of the Bus Network

Commercial bus operators will only run services where it is financially viable for them to do so. Commercial services, as would be expected, will be concentrated to areas of higher population and greater passenger flows. Commercial bus operators are concerned with satisfying demand, which they have often done so by improving service frequencies to make them more attractive and thereby generated more use.

A recurring theme of strong commercial services is that they are frequent and fast. Most service users who are able to do so will walk further to access a more frequent service. In these instances this leaves the local authority with the burden of potentially catering

for the fewer number of residents who still have a need and are unable to access the more distant service.

Bus services with higher numbers of service users travelling on discounted tickets (young people) or for free (concessionary pass holders) are unlikely to be commercially viable. Greater commercialisation of services can be encouraged through bus priority measures and highways policies. Bus services have already improved substantially between Eastbourne and Brighton as a result of the A259 bus lane.

In Hastings the bus operator is a firm supporter of parking controls which both encourage bus use and maintained traffic flows. The local authorities are building on their partnership working with the bus companies by expanding the Hastings Quality Bus Partnership (QBP) to Bexhill, and establishing another QBP in Eastbourne.

Quality Bus Contracts

The Transport Act 2008 allows a Local Transport Authority (LTA) such as East Sussex County Council to pursue a Quality Contract Scheme (QCS). Quality Contract Schemes, as a method of regulating bus services within a Local Transport Authority's area, is untried. Tyne and Wear's Integrated Passenger Transport Authority ('Nexus') is pursuing a QCS, which would be the first in the country though similar to the way services are run in London.

Significant concerns have been raised about the potential outcome of providing bus services through a QCS, particularly in relation to long term benefits to bus passengers and the future financial liability falling on the Local Transport Authority (LTA).

The perceived benefit for the LTA is they can take control of service planning and fare revenue. The bus companies would be paid a fee for providing a specified service but would not be permitted to provide other local bus services within the area of the QCS. Nexus's argument is they will be able to invest more of the profits the bus companies currently make in Tyne and Wear. It says it will help to improve local services and avoid cuts that may otherwise have to be implemented from 2015.

The big bus operators strongly oppose QCS initiatives. In the case of Stagecoach they have said they will withdraw their buses from Tyne and Wear and shut their depots if they are implemented. Stagecoach claims that the QCS will cost millions of pounds to implement and there could be significant deficits to be plugged from public funds in future years.

A comparison is sometimes made with the way bus services are regulated in London. The challenges facing London are unique compared to the rest of the country. What is worth noting, however, is that Transport for London's net cost for subsidising bus services will be around £380 million for the current financial year. This net figure takes into account income and goes some way to illustrate the cost to the public purse in providing a London-like regime.

Whatever the views and merits of a QCS, they will require a significant resource commitment to take forward. Bus services in East Sussex represent the challenge of multi million pound investments with the vast majority of costs recovered from service users, either directly from fares or indirectly by way of concessionary fares reimbursement. The even bigger concern for a LTA, such as ESCC, is they will also require the assurance of income streams over future years. Without this assurance then cost savings will inevitably be made resulting in a spiral of reduced services and higher fares which we wish to avoid.

Bus users are more likely to be concerned about the service they receive rather than the detail of whether it is provided by a QCS, commercial service or otherwise. This is something echoed in the National Federation of Bus Users consultation submission to Nexus. For the foreseeable future bus users will, in the main, be reliant on services provided on a commercial basis. In conclusion, pursuing a QCS has significant associated uncertainties and risks.

Other Potential Funding Sources

During the analysis phase of the commissioning cycle we have explored potential opportunities to secure additional funding for supported bus services, this included:

Central Government Funding Opportunities

Funding from Central Government to councils has decreased by 27%, in real terms, since 2010/11 (source Department of Communities and Local Government 'Local Government Finance Settlement 2013/14'). The Transport Select Committee, in August 2011, concluded that reductions in local authority budgets, combined with other changes such as BSOG and concessionary fares, would lead to local authorities withdrawing subsidised bus services. The County Council is left to fund a significant gap in funding its statutory responsibilities in relation to the older peoples and disabled persons concessionary fares scheme. The funding gap in 2011 was £1.16m and has grown since then.

Bidding opportunities for short term funding from Central Government have arisen and the authority has competed for these when the criteria has provided a reasonable opportunity for a successful bid conclusion.

Local Sustainable Transport Fund (LSTF) 2012-15

In 2012 ESCC were successful in securing £3.7m to deliver a package of infrastructure improvements and complementary sustainable travel behaviour projects aimed at enabling the use of more sustainable travel in Lewes, Newhaven and Eastbourne between 2012 and 2015. These include – Real Time Passenger Information (RTPI) for bus services, Walking & Cycling Infrastructure, Sustrans Bike It, Wheels 2 Work and social marketing projects. RTPI has been allocated £1,027,820 of revenue and capital funding from LSTF.

Local Growth Funding

Through the South East Local Enterprise Partnership (SELEP) and the application to Government for Local Growth Funding following the submission of SELEP's Strategic Economic Plan: ESCC has been successful in securing the following funding that will deliver public transport Infrastructure improvements during the next 6 years:-

- Hailsham/Polegate/Eastbourne Sustainable Transport Corridor – this will provide bus priority measures that enable an express bus service along the Hailsham – Polegate – Eastbourne corridor – funding allocation £2m – equates to £0.25m in 2015/16 & £1.75m in 2017/18
- Eastbourne Town Centre LSTF access improvement package – public realm improvements in Terminus Road and enhancements to bus/rail integration £6m – equates to £2m in 2018/19, £2m in 2019/20 and £2m in 2020/21

Local Sustainable Transport Fund (LSTF) 2015-16

ESCC has also recently been successful in securing £684k to continue with LSTF revenue projects, £179k will be used towards social marketing projects, which will include an element of public transport promotion and the promotion of infrastructure delivered during LSTF 2012-15.

Some Government bidding opportunities were not taken up or were unsuccessful for the following reasons:

Better Bus Area Fund

The Better Bus Area (BBA) Fund bidding opportunity was announced on 8 December 2011 with submissions required no later than 24 February 2012. The stated purpose of the fund was to increase bus patronage in busy urban areas, and the Department of Transport's aims of creating growth and cutting carbon. It was a competitive process which stated grants of up to £5 million would be provided to a minimum of 10 local authorities working in partnership with local bus operators for them to spend in 2012 to 2013. Apart from the very challenging timescales and the need to partner with a local bus operator, this bidding criteria did not match with the characteristics of East Sussex in terms of the public transport challenges facing a rural area.

Our decision was therefore to concentrate our limited bidding resources on successful applications for Local Sustainable Transport Funding. This decision appears to have been justified in the BBA funding awards announced in March 2012. Funding was awarded for 24 of the 50 applicants. Of the 24 awarded, 20 were for metropolitan/unitary authorities. The 4 exceptions were Hampshire (in partnership with Portsmouth and Southampton City Councils for improvements in South Hampshire, the largest urbanised area in southern England outside London), Norfolk (centred around new bus priority infrastructure for the city of Norwich), Leicestershire (new bus priority corridor into the city of Leicester) and Wiltshire (package of measures centred on Salisbury city and park and ride).

Most of these projects, according to the Department of Transport, also included substantial contributions from the local authorities and/or local bus operators. Furthermore, even if East Sussex had been awarded such funding, it would have had no direct impact on the savings requirements now being faced.

Green Bus Fund

The Green Bus fund is a Government bidding opportunity to support bus companies and local authorities in England to help them buy new low carbon buses. Again, it has required a willing bus operator partner as part of the bidding criteria. Operators of bus services in East Sussex have been generally reluctant to participate due to the burden placed on them operationally with adopting this new technology. This said, ESCC did submit an unsuccessful bid for funding, in partnership with a neighbouring authority and a bus operator, in 2014.

Pinch Point programme

The Highways Agency's Pinch Point Programme, an initiative set up in 2012, was designed to target locations on the Highways Agency Strategic Road Network (SRN) where there was congestion and the SRN was under particular stress and locations that were key to support economic growth. Both elements needed to be satisfied in order to be eligible for funding.

The programme had a number of specific requirements which scheme promoters had to adhere to if they wished their scheme to be considered for inclusion – all projects must be undertaken on the Highways Agency's network; schemes had to be deliverable in the

period 2012/13 to 2014/15 and the cost was within an indicative ceiling of £10m for any single scheme.

In April 2012, the County Council via the South East Local Enterprise Partnership put forward the following two schemes:

- Junctions on the A22/A27 north of Polegate/Eastbourne
- Baldslow (A28/A21 and A21/Junction Road/The Ridge), Hastings

Whilst we were unsuccessful in securing PPP funding, these schemes have subsequently secured funding through the LEP's Local Growth Deal.

Government Grants are just one source of funding and we are also investing in public transport infrastructure using a blend of funding sources. For instance, use of Section 106 contributions from developers has funded bus infrastructure improvements on the A259 at Peacehaven and the complementary measures in Bexhill-Hastings are funded through the Council's Local Transport Plan.

Discretionary Spending by District, Borough, Town and Parish Councils

There are some limited examples in East Sussex of clusters of Parish and Town Councils using their precept powers to help finance community transport services, but District and Borough Councils in East Sussex do not contribute to local transport services to the extent that is seen in many other parts of the South East. For example in West Sussex, District Councils contribute about 5%, and in the latest year Surrey and Hampshire contributed 15% and 23% respectively of the total bus operator support.

Hastings Borough Council provides additional grant funding to the Hastings dial a ride service. The other District and Borough Councils in East Sussex do not contribute funding to local transport services. There is some scope for Parish or Town Councils, should their local situations allow, to cluster and provide contributions to maintain bus service provision.

Use of Parking Charge Surpluses

Under Section 55 of the Road Traffic Regulation Act (RTRA) 1984, the County Council is permitted to use any surplus from on-street parking schemes to support 'public passenger transport services' throughout East Sussex. Although this represents a potential funding stream for the supported bus network it is not a guaranteed income stream. Moreover, the County Council is not permitted under the RTRA to operate a parking scheme with a view to making a surplus to fund other services.

Contributions from Schools and Colleges

Schools and colleges can choose to subsidise or fund transport services to attract pupils from a wider area, and, by doing this, the schools and colleges can attract additional pupil premium payments. Some schools in East Sussex are looking to fund additional transport services where there is a demand from areas not already provided for. So far schools have been very resistant to contributing to the costs incurred by the local authority for existing bus service provision.

Support from the Health Sector

The change in NHS commissioning arrangements, and the replacement of Primary Care Trusts (PCTs) by five Clinical Commissioning Groups (CCGs), may provide a new opportunity in East Sussex for more imaginative support of bus services – particularly any supported bus services that are known to carry passengers to hospitals or community health facilities. However, analysis of the proposed network shows only a relatively small number of medically related journeys which will not be provided for.

11 Comparative Review of Other Local Transport Authority Actions

Local transport authorities throughout England are facing budgetary pressures that impact on their ability to fund supported bus networks. The table below summarises the actions taken by a number of other shire and unitary transport authorities to address these pressures².

Authority	Timescale	Budget Reduction	Impact
Cambridgeshire	2013	£1.2m (45%)	Bus services replaced by demand responsive minibuses
Cheshire East	2013-14	£0.8m (25%)	20 services replaced by demand responsive transport; 21 school buses cancelled
Darlington	2011-13	£0.4m (100%)	All funding withdrawn with limited replacement by community transport
Derbyshire	2011-14	£1.5m (29%)	Reduced frequencies
Dorset	2013-14	£0.8m (29%)	Reduced frequencies and some services replaced by dial-a-car
East Riding	2011-14	£0.5m (25%)	Reduced frequencies and 7 withdrawn
Essex	2011-14	£3.1m (29%)	Reduced frequencies
Gloucestershire	2011	£1.1m (24%)	Reduced frequencies
Hertfordshire	2011-14	£1.9m (30%)	Reduced frequencies and 2 withdrawn
Leicestershire	2012	£0.2m (40%)	Reduced frequencies and 2 withdrawn
Luton	2013	£0.4m (29%)	16 services and all faith school transport withdrawn
Milton Keynes	2011-14	£0.6M (27%)	Evening and Sundays largely withdrawn
Northamptonshire	2011-14	£0.5m (27%)	Partial conversion to demand responsive
Nottingham	2011-14	£0.9m (45%)	Some reduced frequencies
Nottinghamshire	2014-15	£1.8m (30%)	Target saving
Redcar & Cleveland	2012	£0.2m (33%)	Reduced frequencies
Shropshire	2013	£1.6m (50%)	Demand responsive network withdrawn; reduced concession scheme
Somerset	2012	£1.5m (48%)	6 weekday and all Saturday services withdrawn; reduced frequencies
Southampton	2013	£0.3m (58%)	Evening and Sundays withdrawn; reduced frequencies and concession scheme
Swindon	2011-14	£0.8m (76%)	Reduced frequencies and 4 withdrawn
Torbay	2011-14	£0.1m (46%)	Reduced frequencies
West Sussex	2011-14	£1.8m (38%)	31 changes including some commercialisation
Worcestershire	2012	£1.4m (32%)	6 withdrawn
	2014	£1.9m (63%)	13 withdrawn

² Data largely based on research by Campaign for Better Transport:
<http://www.bettertransport.org.uk/campaigns/save-our-buses/bus-cuts/text#1>



Strategic Commissioning Strategy for Public Transport in East Sussex

2014 - 2019



Prepared in conjunction with Peter Brett Associates LLP

Contents

- 1. Executive Summary 3
- 2. Introduction 5
- 3. The Strategy 5
- 4. Background Information 8
- 5. Implementing and Monitoring the Strategy 11
- 6. Next Steps 11
- Glossary of Terms 13

1. Executive Summary

Introduction

This Strategic Commissioning Strategy sets out how East Sussex County Council (ESCC) will secure the best possible bus services it can for East Sussex residents. By focussing on outcomes, not the existing bus and community transport services, it will enable us to make the best possible use of resources, manage markets and configure a public bus network to ensure a balance of cost, health, social, economic and environmental benefits for East Sussex.

The Strategy builds on existing best practice and reflects our past achievements, and will enable us to understand better the long term need for bus services in East Sussex. From that understanding we will identify the best approach and methods available to us to meet that need.

Our Vision for the Future

The local bus network in East Sussex provides access to education, employment, shopping, medical, social and leisure opportunities across the county. Through close partnership working with bus operators and the community transport sector we have seen development and growth in passenger numbers over the last ten years. However, this Strategy is written at a time of financial challenge which requires us to do things differently and become a leaner organisation more tightly focussed on our priorities.

In developing this Strategic Commissioning Strategy we have sought to establish clearly what we want the service to look like in the future; this is "Our Vision":

To ensure the integrated bus network in East Sussex is sustainable and meets the needs of our residents.

This means that we will continue looking for partnership opportunities to develop and grow the commercial bus network that currently delivers bus services to around 80% of passengers in East Sussex; this will increase to 85% in 2015 due to operators taking on more supported services commercially. At the same time we will ensure that the bus services that we support financially meet the needs identified as part of this strategic commissioning process. This will be achieved through adopting the following priorities:

- Priority 1 – Enable children eligible for statutory free home to school transport to travel to the nearest suitable school or college.
- Priority 2 – Enable residents to get to work at key centres during peak times. Key centres in East Sussex are Battle, Bexhill, Crowborough, Eastbourne, Hailsham, Hastings, Heathfield, Langney, Lewes, Newhaven, Peacehaven, Rye, Seaford, St Leonards and Uckfield. Key centres outside the county are Ashford, Brighton, Burgess Hill, Crawley, East Grinstead, Haywards Heath and Tunbridge Wells.
- Priority 3 – Enable residents to access essential services during the day on a minimum of two days per week. This includes access to healthy affordable food, healthcare appointments, banks and hairdressers.
- Priority 4 – Enable children who are not eligible for statutory free home to school transport to travel to the nearest available school or college.

Background Information

The Strategy has been developed within a Strategic Commissioning Framework that provides a clear rationale for the commissioning decisions that we have to make. It also provides the basis for our decision-making in a way that is consistent across different services.

A wide range of information was collated and reviewed during the development of the Strategy. This information covered the evolving needs of existing and potential bus service users, the extent of the current bus network, how funding is allocated and the current legislation and

statutory duties that determine how bus services are provided. It also identified the challenges and issues that we need to think about. Much of the information that we have collated and reviewed during the development of this Strategy is included in a separate Technical Appendix.

The current bus network in the county sees around 80% of all passenger journeys made on commercial services with the supported bus network accounting for the remaining 20% of bus passengers. We currently spend around £2.38 million per year on contracts for supported bus and community transport services which serve around 7,500 passengers on a typical busy week day during school term times.

In East Sussex the travel needs of residents and communities have been assessed in terms of journey purpose – education, employment, medical, shopping and social. On the current supported network education trips account for over 44% of all trips and shopping trips for 32%. There are also geographical and demographic differences between rural and urban communities in how the supported network is used.

We have to comply with a number of key statutory requirements. These include enabling eligible pupils to get to school, and helping adult social care clients to access services, as well as supplementing commercial bus service provision through supporting socially necessary services. Our own policies and priorities are integral to the decision-making process by assessing current and future need and tailoring services to meet that need.

The ability to meet needs is often constrained by the availability of funding, which in itself raises issues and challenges. All councils are facing increasing pressures on budget and resources, but with increasing demands and expectation from their communities. The issues and challenges that we face are a constant focus for councillors and officers, and in the coming years further and deeper reductions in core funding will need to be achieved. The savings target for transport services identified during our budget setting (Reconciling, Policy, Performance and Resources process) totals £2.23m. This is £0.57m in the financial year 2014-15 followed by £1.66m in 2015-16.

Delivering and Monitoring the Strategy

The actions that have been identified in the four priorities will be implemented by ESCC. It is essential that the impact of any decisions and subsequent service changes are carefully and comprehensively monitored. ESCC will be responsible for ensuring that these actions are monitored through existing mechanisms to ensure that the Strategy meets the needs that have been identified.

Next Steps

The development and provision of bus services to meet the needs of the people of East Sussex is a high priority for us and that principle underlines the Strategy that we are seeking to implement.

We therefore wanted to hear what bus users, community transport users, communities and key stakeholders who have an interest in public transport in the county had to say about this draft of the Strategy and our proposals for the supported bus network. The timetable below outlines how this will be achieved:

Dates	Activity
July/September 2014	Used a wide range of methods to ask members of the community for their views about the draft Strategy and proposed supported bus network.
October 2014	Reviewed what people tell us together with other information to decide if changes need to be made to the draft Strategy and/or the supported bus network proposals.
December 2014	ESCC Cabinet will be asked to approve the final Strategy and recommendations for the new supported bus network
April 2015	Implement any agreed changes to the supported bus network

2. Introduction

This Strategic Commissioning Strategy sets out how ESCC will secure the best bus services for East Sussex residents. It will establish a clear and consistent approach to meet the travel needs of residents and communities in East Sussex, by enabling access to key services and facilities through the continued growth of commercial bus services and the development, planning and delivery of financially supported bus and community transport services.

We have used a strategic commissioning approach to determine the need for services, prioritise decisions and ensure consistent, fair and equitable delivery. The four elements of the strategic commissioning model cycle (analyse, plan, do and review) are necessary components in any strategic review of services.

The strategic commissioning approach must ultimately be rooted in the existing policies, practices and infrastructure built up over many years to meet travel needs – it cannot simply be a “clean slate” approach. The transport planning and operational policies we have adopted, including the strategies for public transport, are set out in the current Local Transport Plan. This has led to service efficiencies and delivery success, built up via good practice such as the systematic bus reviews and retendering over the last few years that have achieved savings of over £1m. The role of this Strategy is to build upon these firm foundations and ensure effective bus services are available to meet the prioritised needs of the county.

At the heart of this Strategy will be the bus services offered to the public to enable them to access education, jobs, healthcare, shopping and leisure opportunities. Such needs should be met in an effective and efficient manner – sometimes by private transport, sometimes by public transport provided by commercial or voluntary organisations, and as a safety net by local bus services and community transport financially supported by us or other organisations.

The Strategy is being prepared at a time of unprecedented change and severe financial pressure facing local authorities across the country. We therefore need to be clear about what can be achieved in such circumstances and how we will determine how successful we have been in reconciling reduced resources with greater community expectations and service demands.

Increasingly not all demands can be met in the way they have been in recent years – the type, frequency and availability of travel links will necessarily change from historical patterns and networks. This Strategy includes proposals for how the supported bus network could be provided in the future.

3. The Strategy

In developing this Strategy we have established what we want the public transport service in the county to look like in the future; this is “Our vision”. We have also been clear about how this vision will be achieved through the supported bus network.

Our Strategy for public transport also reflects and contributes towards delivery of our wider strategic objectives.

Our Vision for Public Transport

To ensure the integrated bus network in East Sussex is sustainable and meets the needs of our residents

The local bus network in East Sussex provides access to education, employment, leisure, medical, shopping and social opportunities in the county. Individual bus services in the county fall into one of three categories:

- Commercial services: where bus operators believe a profitable operation can be run, and are free to set routes, timetables and fares as they see fit according to service demand;

- Community transport services: where ‘not for profit’ community based organisations have set out to address local transport needs. Such arrangements vary from car lift arrangements to dial a ride and sometimes local bus services; and
- Supported services: where bus operators are not willing to provide commercial services, the local authority is able to fund operators to provide additional services to meet the public transport requirements in the county. In all but the smallest arrangements, these are secured through a competitive tendering process.

The commercial bus network currently accounts for around 80% of the bus passengers carried in East Sussex. It is principally focused on the coastal areas, with dense urban networks in Eastbourne and Hastings supported by trunk inter-urban links to other key settlements. In response to the draft strategy, operators have committed to taking on a number of currently supported services commercially, increasing the proportion of passengers carried to 85%. Details are provided in section 7.9 of the technical appendix.

Our role in the commercial bus network is to facilitate the operation of commercial services. This assistance to the commercial bus network strengthens its viability and enables it to continue its contribution to the delivery of our policies.

We have strong partnership arrangements with commercial operators, which significantly enhance the services that are available. It is in our interest to encourage growth in the commercial network so as to benefit service users. To achieve this, we undertake to support the commercial market through a number of initiatives:

- Developing and supporting Quality Bus Partnerships, where our investment is matched by enhanced commercial services.
- Developing and supporting Punctuality Improvement Partnerships in those parts of the county which suffer from adverse traffic conditions, so as to deliver more punctual bus services.
- Providing and maintaining the infrastructure for bus operations, such as the current £2m investment in real time passenger information systems (RTPI) and £840,000 over the next 2 years introducing new bus priority and infrastructure upgrade schemes.
- Making effective use of development contributions, which enable the “pump priming” of new and enhanced bus services. These are payments made by developers as part of planning agreements to support new residential or business development.

Our Priorities for Supported Bus Services

Where bus operators are not willing to provide commercial services, we may procure additional services to help meet the needs of our residents. Decisions on which services to develop and support have to be made in a prioritisation framework that responds to the needs of the community, and identifies the best ways of securing additional services.

We propose to prioritise the services that we support using a hierarchy of service provision. For each of the four Priorities identified we have established the rationale for their importance to the community and for us, as well as assessing the actions which will ensure they can be delivered.

Priority 1

Enable children eligible for statutory free home to school transport to travel to the nearest suitable school or college

We have a statutory duty to enable eligible children to get to school for free. Children are normally eligible for free home to school transport because of distance to their nearest available school, because of a disability or low parental income.

- We will identify the children who are entitled to free home to school transport (under the provisions of the Education Act 1996 and the Education and Inspections Act 2006)

- We will individually assess the travel options for children entitled to free home to school transport, and see whether provision is most cost-effectively made through the offer of season tickets on local bus services or through places on contract buses
- We will administer the home to school travel scheme efficiently to meet the needs and expectations of children, parents and schools
- We will monitor the service and review the balance of provision regularly to ensure efficiency and best value

Priority 2

Enable residents to get to work at key centres during peak times

Enabling access to employment is a key objective for us, the Local Enterprise Partnerships and Government. It is therefore a high priority in assessing which bus services to support. Our involvement in securing buses to help people get to work strengthens the network to enable a wider range of employment opportunities for East Sussex residents.

- We will review the commercial provision of services to key centres and identify any gaps where there is an existing or future need
- Where new services may be required to meet existing or future needs we will develop proposals and establish the business case for support
- We will monitor the supported services and review the passenger use and operations regularly to ensure efficiency and best value

Priority 3

Enable residents to access essential services during the day, on a minimum of two days per week

We have a number of strategic objectives which enhance the quality of life for residents, and providing access to essential services, such as health, retail and leisure, is integral to this. However, we cannot support bus services every day to all communities. Our review of accessibility across the county suggests that for many non-employment or non-educational needs, trips are generally made less frequently than five days per week, and therefore a base level of provision at two days per week, Mondays through to Saturdays, will meet the core access needs of individuals and communities.

- We will continue to review the levels of commercial provision which enable off peak, non-employment and non-education trips, and we will assess where gaps arise and whether supported local bus services or community transport provision may be able to meet residents' needs
- Where needs are unmet and there is an opportunity to develop new provision or extend existing services, we will develop a business case to assess the best method to meet the need for access to key services
- Where it seems appropriate to consider new provision or the extension of existing services, we will develop a business case to assess the best method to meet the need for access to key services
- We will monitor the supported services, including both local bus or community transport, and review the passenger use and operations regularly to ensure efficiency and best value

Priority 4

Enable children who are not eligible for statutory free home to school transport to travel to the nearest available school or college

Bus services that take children to their nearest school or college, where they are not entitled by distance for statutory support, are important contributions to supporting schools, providing alternatives to car journeys and reducing congestion.

However with increasingly constrained budgets we cannot continue to provide funding for local bus services which enable children to travel to the school of their choice beyond the nearest available school. Therefore this priority is limited to funding school transport when serving a group of children's nearest available school only. Provision of longer distance transport to alternative schools further away may continue with the more active involvement of individual schools and academies, through the operation of their own transport, for example, or by parents paying the commercial cost of travel on other public transport services where available.

- We will assess the current network of services provided commercially and as part of the supported network, to understand better the mix of entitled and non-entitled children who are currently travelling by bus
- We will continue to support school services which enable travel for non-entitled children to their nearest available school, where funds are available and value for money can be ensured
- We will work with children, parents, schools and operators to find alternative travel solutions where currently non entitled children are travelling beyond their nearest available school on supported local buses, which do not meet our Priority 1 or 4 criteria.

4. Background Information

Access and Travel Needs

To develop this Strategy we have undertaken a major assessment of travel needs in East Sussex. This comprehensive analysis has been used to inform and test the approach taken to delivering our strategic objectives through the application of a prioritisation framework to determine the most effective mix of bus and community transport services to be supported.

By reviewing accessibility data, census information and travel surveys we have been able to develop a clearer view of the travel needs of residents and communities across East Sussex. People need to travel, but they do not necessarily need to travel by bus. Many people have a choice of transport options – including car, motorbike/moped, taxi or train, or more active modes such as cycling and walking. The decision on how to travel is not just a choice of the most appropriate way of doing so in terms of convenience or journey time: cost is also a significant factor.

Analysis of on-bus passenger interview surveys conducted over the past 18 months shows that almost half of all trips (44%) on supported bus services are to access education; shopping accounts for 32%; and trips to employment are 9%.

In looking at needs, current demand does not wholly reflect need as a number of different travel options are available to most people and use of a bus service reflects service availability and, for some, personal choice. We have identified the following needs and the associated typical frequencies and times of travel:

- School or college – each weekday during term time (190 days per year) at school/college times
- Shops, banks, hairdressers and libraries – occasional at both peak and off-peak times. Most people travelling for these purposes are likely to need to travel once or twice a week.
- Family/friends and leisure – occasional and typically at off-peak times.
- Place of work – each day Monday-Friday mainly at peak times but also part-time workers at off-peak times
- Healthcare appointments and social care – occasional travel generally on weekdays at both peak and off-peak times

Census data for East Sussex shows that 78% of all households have access to a car and it is higher in some districts than others - (Lewes district 80%, Rother 81% and Wealden 88%). For many households with a car, although the opportunity to travel by bus may be desirable, the bus is less obviously meeting a need than it is for a household without a car. However ownership of a car by a household does not necessarily imply that it is available for all trip purposes: it is

common, for example, for the car to be used for a daily commute which means it is away from the home address during the day and then unavailable for other trip purposes.

Almost 100,000 residents of East Sussex live in villages or more rural areas, and almost 60,000 of these currently have no access by bus to a key centre at off peak times. It could not reasonably be said that there was a strong ‘need’ for a bus service in these villages and hamlets; people have adapted, and either have the use of a car, or know someone with a car to help them meet their needs. They may also access the service they need in a different way such as via the internet (for example online shopping or online banking).

We have focussed on understanding travel needs as demonstrated by the current use of local bus services. The following table shows the percentage split of passengers using supported services for different trip purposes identified from surveys conducted in the last 18 months:

Journey purpose	Proportion of trips
Employment	9%
Education	44%
Medical	5%
Shopping	32%
Social	10%
Total	100%

This data indicates that education trips on the supported network account for nearly half of total trips, emphasising the major importance that education-related traffic has on the network in East Sussex. Of these, an estimated 45% of trips are made by children entitled to free home to school transport and 55% are by children paying fares. Shopping trips account for nearly a third of all trips on the parts of the network that ESCC financially supports, particularly for off peak once a week trips. Journeys made for social purposes, which was just under one in ten, tend to be of a much more disperse nature and to be focussed on evenings and weekends.

Employment accounts for just over 9% of total trips, although there are significant fluctuations in this between settlements. The smallest category was travel for medical purposes, at fewer than 5% of total journeys; trips to and from Conquest Hospital in Hastings account for the majority of these trips.

Current Provision and Costs

We support both local bus and community transport services for many residents and communities who do not have commercial bus services available to them. These non-commercial services carry approximately 7,500 passengers on a typical week day during school term time.

In 2012-13 support for contracted local bus and community transport services cost ESCC £2.925m. This included £700,000 provided by the Children’s Services department to fund children’s season tickets on supported buses. Children’s Services department also pay for season tickets on commercial services (£700,000) and for contract coaches to enable children who are not on the public bus network to get to school (£1,855,000).

Separately, ESCC pays £755k to supported bus operators in East Sussex for free travel for elderly residents and those with disabilities through the English National Concessionary Travel Scheme, and £7.2m to commercial operators for the same purpose.

ESCC, as with other local authorities and government agencies, is currently required to reduce its expenditure. The savings target for transport services identified during the budget setting process totals £2.23m. This is £0.57m in the financial year 2014-15 followed by a further £1.66m in 2015-16.

The plan for achieving the 2014-15 savings target consists of retendering supported services in the Lewes area, changing the start time for free concessionary travel to 0930, removing the Companion Pass, and making various other administrative changes.

The Strategic Commissioning Strategy is intended to deliver the savings required from April 2015 and onwards.

Policy Context

We have to meet a number of statutory responsibilities, and to operate in ways that are consistent with both our overall strategic objectives and our specific transport policies and priorities.

The primary legislation affecting supported local bus services is the Transport Act 1985 which places the following duty on non-metropolitan county councils:

'To secure the provision of such public passenger transport services as the Council consider it appropriate to secure to meet any public transport requirements within the county which would not in their view be met apart from any action taken by them for that purpose'.

In discharging this duty, councils have considerable freedom to determine what categories of service are provided and the purposes they are intended to serve. It must also, however, be recognised that established policy documents such as the East Sussex Local Transport Plan sets the policy framework for delivering the Council's transport Strategy that supports economic growth (access to jobs, education, skills training) in the county. The Local Transport Plan recognises that the delivery of the Strategy is dependent on the level of funding available.

For education trips statutory practice is stipulated by the Education Act 1996 and by the Education and Inspections Act 2006. These require authorities to provide free transport for the following groups of children up to the age of 16:

1. Children with special educational needs, a disability or with mobility problems
2. Children whose walking route to school is unsafe
3. Children who attend schools beyond the statutory walking distance of 2 miles (for children under 8 years old) and 3 miles for children (aged 8 or over) where the local authority has made no "suitable arrangements" for boarding accommodation or to attend a nearer school
4. Children from low income families.

In East Sussex, as in most other parts of England, post-16 transport support is largely discretionary and is limited mainly to offering transport support to 16-19 year olds from low income families to encourage and enable them to continue their learning.

In addition the National Health Service and Community Care Act 1990 establishes the duty of local authorities to assess an individual's need for community care services and to provide assistance with transport in certain circumstances.

Issues and Challenges

The ability to meet needs is often constrained by the availability of funding which in itself raises issues and challenges. Some people already meet their travel needs through options other than a bus or community transport services, because they do not have such a service. Others have had to recognise that they can only meet certain of their travel needs using the bus service currently available. In future these people may have to consider how best to adapt to possible changes in supported bus services, by changing their travel times, by finding other ways of meeting their travel needs, or by finding ways of meeting their needs without having to travel. For example, the increasing use of the internet for shopping and banking shows the effectiveness and user acceptance of the medium in meeting needs that traditionally required travel.

An Equalities Impact Assessment has been prepared to inform the development and implementation of the Strategy. This is helping to identify the impact that the proposed changes will have on East Sussex communities. Assessment has also been made of the potential economic and environmental impacts of the proposed changes and further details are given in sections 7.3 and 7.6 respectively of the Technical Appendix.

While there will be issues and challenges in developing a new supported bus network to meet the core needs of East Sussex residents, communities and stakeholders, we believe that it is possible to develop a sustainable network of supported bus services, building on a commercial bus network and well directed funding of services by the County Council.

5. Implementing and Monitoring the Strategy

When developing and implementing a strategic commissioning approach to determining service priorities, it is essential that the impact of any decisions and subsequent service changes are carefully and comprehensively monitored. Therefore the actions that have been identified will be implemented by the ESCC Transport Hub.

In developing the new proposed supported bus network, analysis has been undertaken of alternative models of both service delivery and funding, set out in section 7.7 of the technical appendix. The proposed network has been devised to ensure that all places that currently have a service will continue to have a service in future, although in some cases the service frequency will be reduced. An initial value for money analysis forecasting the subsidy per passenger on the network is set out in section 7.5 of the Technical Appendix.

Once data is available for passenger numbers and trip purposes on this new network, it is intended that a formal Value for Money analysis will be carried out for each route. This will take into account:

- the number of passengers using it
- the purpose of their trips
- the subsidy per passenger

Those routes with relatively low subsidies that carry large numbers of passengers on 'high priority' trips, would be favoured for ESCC funding over routes that operate with high subsidies or carry mostly passengers using the bus for 'lower priority' purposes.

The Transport Hub is well-placed to assemble data on service performance, operational and support costs and any key service issues as they arise. The team that monitors the outcomes will be actively involved in the process, but will be sufficiently independent to be able to view the wider impacts dispassionately and without conflicts of interest. The impacts of any changes in services arising from implementation of the Strategy will be monitored and reported six months after implementation, and then on every anniversary of implementation. This will include qualitative reviews of the impact on service users and residents who may have had to make alternative arrangements.

Currently we monitor the supported bus network performance through an ongoing dialogue with contractors, formal reporting of service provision as part of the invoicing process and regular quantitative and qualitative surveys of passengers. We also monitor closely the performance of the commercial bus network and seek to anticipate any changes to the network which may lead to travel needs not being met or access to key services being affected.

6. Next Steps

The development and provision of public transport services to meet the needs of the people of East Sussex is a high priority for us, and that principle underpins the Strategy and the new supported bus network. It was therefore important that we heard what bus users, community transport users, communities and key stakeholders who have an interest in public transport in the county had to say about the draft Strategy and the new supported bus network whilst they are being developed. The steps below outline how this has been achieved:

- In July, August and September 2014 we used a wide range of methods to ask members of the community for their views about the draft Strategy and our proposals for the Supported Bus Network.

- During October and November 2014 the Project Board and a cross Party Councillors Advisory Group reviewed what people have told us. Using these views and other relevant information, which includes the EqIA, we will decide if any changes need to be made to the draft Strategy and/or the Supported Bus Network proposals. Proposed changes to the draft supported network to take account of this exercise are set out in section 7.8 of the technical appendix.

In December 2014 ESCC's Cabinet will be asked to approve the final version of the Strategy and recommendations for the final supported bus network.

Any agreed changes to the supported bus network will be made from April 2015 onwards.

More information

The appendices to this document provide more detailed information:

- Appendix 1 describes the proposed new supported bus network (Appendix 4 of the Cabinet papers)
- Appendix 2 is a Technical Appendix providing more numerical and contextual background (Appendix 3 of the Cabinet papers)

Glossary of Terms

Strategic Commissioning Framework – This is a way of working that we use to help ensure that all ESCC departments follow the same process to make decisions about the services that they provide.

Strategic Commissioning – This is a process which has four groups of tasks (analyse, plan, do and review) that we carry out to find out what residents' need and how our services are provided to meet those needs.

Strategic Commissioning Strategy – This is a document that tells people what we have decided to do and why we have decided to do it (Our Vision and priorities). It contains a detailed plan describing the things that we will do to deliver the service and monitor how effective it is.

Our Vision – This is our idea for what we think the service should be like in the future.

Priorities – These are the most important things that we need to do.

Sustainable – A service that is able to continue over a period of time and is affordable to provide within available resources.

Children – Legally, a child is a young person under the age of 18. In this context, however, 'children' means young people up to their 16th birthday as well as those in full time education up to their 19th birthday. Most bus companies require those who have reached their 16th birthday to pay full adult fares if they are not in full time education.

Key Centre – This is a town centre where people can access services like healthcare, education, food shops and employment

Public Transport Network – This is how we describe the collection of bus and community transport services that are available for the general public to use. The collection of services are provided as commercial bus services, supported bus services and community transport services

Commercial bus service – A local bus service provided by a licensed bus operator who takes responsibility for deciding what service to run including route, stopping points, timetable and fares. The Council has no control over or responsibility for the service.

Supported bus service – A local bus service part-funded by the County Council to serve needs that it has identified are not met by commercial bus services. The Council is responsible for setting the service specification, including route, stopping points and timetable. Operation of the service is competitively tendered by the Council among approved licensed bus operators.

Community transport service – A local transport service operated by a not for profit organisation. Some services are open to the general public in the same way as conventional local bus services whilst others are restricted to registered members.

Supported bus network – The network of local bus services across East Sussex with funding from the County Council to serve needs not met by commercial bus services.

Peak time services – This refers to bus services provided between 0800 – 0900 and 1700 – 1800

Off-peak services – This refers to bus services provided between 0900 – 1700.

Project Board – Key people with different interests in the project who have been selected from each department of the County Council. They have responsibility for the direction and management of the project.

Cross Party Councillors Advisory Group – A group of 7 East Sussex County Councillors from the political parties that have representation on East Sussex County Council. This includes Conservative (3), Liberal Democrat (1), Labour (1), Independent (1) and UKIP (1) Councillors. The purpose of this group is to support and advise on the development of the strategy and proposed changes to the supported bus network.

Pump Priming - Helping a business to develop by investing money in it.



Strategic Commissioning Strategy for Public Transport in East Sussex

2014 – 2019

Technical Appendix



Prepared by Peter Brett Associates LLP on behalf of East Sussex County Council

Contents

Contents	- 2 -
Introduction	- 3 -
1. The Strategic Commissioning Approach	- 4 -
2. Population Needs Assessment	- 5 -
2.1 Introduction	- 5 -
2.2 The Nature of the 'Need' To Travel by Bus	- 5 -
2.3 Numbers and Characteristics of People Using Buses in East Sussex	- 6 -
3. Current Service Provision	- 10 -
3.1 Introduction	- 10 -
3.2 Commercial Bus Network	- 10 -
3.3 Role of Supported Bus and Community Transport Services	- 10 -
3.4 What the Data Told Us	- 12 -
3.5 Results	- 12 -
4. Resource and Financial Analysis	- 20 -
4.1 Introduction	- 20 -
4.2 Funding	- 20 -
4.3 Spending	- 21 -
4.4 Corporate Spending Summary	- 21 -
4.5 Changes That Could Affect Future Spending	- 22 -
4.6 Changes in Transport Service Expenditure	- 23 -
4.7 Value for Money	- 23 -
4.8 Opportunities for New Funding	- 23 -
5. Current Legislation, Policies and Practice	- 25 -
5.1 Introduction	- 25 -
5.2 Transport	- 25 -
5.3 Education	- 26 -
5.4 Adult Social Care	- 27 -
5.5 Health	- 28 -
5.6 Equalities	- 29 -
6. Issues and challenges	- 30 -
6.1 Introduction	- 30 -
6.2 Potential Gaps and Solutions	- 30 -
6.3 Adapting to Change	- 31 -
7. Reformulated Supported Bus Network	- 32 -
7.1 Introduction	- 32 -
7.2 Daily Passenger Numbers	- 32 -
7.3 Local Economic Impact	- 32 -
7.4 Impact on Medical Trips	- 34 -
7.5 Subsidy Levels	- 36 -
7.6 Environmental Impact	- 37 -
7.7 Analysis of Alternative Models	- 38 -
7.8 Comparison of the Draft and Amended Proposed Supported Bus Networks	- 44 -
7.9 Impact of Commercialisation	- 44 -
7.10 Comparative Review of Other Local Transport Authority Actions	- 46 -
8. Next Steps	- 47 -
Annexe 1: List of Supported Services as at July 2014	- 48 -

Introduction

This Technical Appendix provides a summary of the wide range of information that has been reviewed during the development of the Strategic Commissioning Strategy for Public Transport in East Sussex.

This information was used to look at the evolving needs of existing and potential bus users, the extent of the current bus network, how funding is allocated and also to update the legislation and statutory duties that determine how bus services are provided. It also identified some of the challenges and issues that we need to think about.

The Appendix comprises seven sections:

1. What is meant by strategic commissioning and how this can be applied to bus services
2. An assessment of the needs of those living, working and in education in East Sussex to travel by bus.
3. The current bus services in the County, and who uses them for what purposes.
4. What these services cost.
5. Current legislative requirements and local priorities.
6. The challenges facing the Council in offering a sustainable supported bus network.
7. Reformulated Supported Bus Network

1. The Strategic Commissioning Approach

The Strategic Commissioning Strategy sets out how the County Council will secure the best public transport outcomes for East Sussex residents. By focussing on outcomes, not just the existing bus services, it will enable us to make the best possible use of resources, manage markets and configure supported bus services to ensure a balance of cost, health, social, economic and environmental benefits for East Sussex.

The Strategy builds on existing best practice and reflects our past achievements, and will enable us to understand better the long term need for public transport services in East Sussex. From that understanding we will identify the best approach and methods available to us to meet that need.

The Strategy has been developed within our Strategic Commissioning Framework¹ that provides a clear rationale for the commissioning decisions that we have to make. It also provides the basis for our decision-making, in a way that is consistent across different services.

Strategic Commissioning is a cyclical activity, and an ongoing process and not a one off event. The activities involved in Strategic Commissioning and the relationship between Strategic Commissioning and procurement is shown below.



The Strategic Commissioning cycle (the outer circle in the diagram) drives the procurement and contract management activities (the inner circle). The contracting experience must, however, inform the ongoing development of Strategic Commissioning. It is our intention that our Strategic Commissioning process should be equitable and transparent, and open to influence from all stakeholders through dialogue with customers, service users and service providers.

In developing this Strategy we have sought to establish clearly what we want the network of bus services in the county to look like in the future; this is “Our vision”. We also need to be clear about how this vision will be achieved – the implementation process. Our Strategy for public transport reflects and contributes towards the delivery of our wider strategic objectives.

¹ 'Strategic Commissioning Framework', East Sussex County Council, May 2012

2. Population Needs Assessment

2.1 Introduction

A key first step in the strategic commissioning approach to reviewing policies and services is to understand the needs of the users and communities served. We have considered the need to travel, specifically in the context of enabling access to services – recognising that transport is a derived demand, essential in facilitating opportunities to interact and engage in employment, education and social activities.

In this section we therefore review the key journey purposes and how important they are. We do this by using East Sussex demographic data, as well as some of the council's own information and current bus service statistics. The principal sources used are:

- 2001 and 2011 census data much of this is as reported by ESCC on the East Sussex in Figures website
- the ESCC Sustainable School Travel Strategy (2010)
- various surveys conducted by East Sussex County Council on supported bus services between 2011 and 2014

2.2 The Nature of the 'Need' To Travel by Bus

The need for bus travel by particular groups at particular times and with a particular frequency has been quantified. However needs assessment in this context is not a precise science for two inter-related reasons:

- a number of different travel options are available to most people
- use of a bus service is not a reflection simply of need, but reflects service availability and, for some, personal choice.

People need to travel, but they do not necessarily need to travel by bus. Many people have a choice of transport options – including car, motorbike/moped, taxi or train, or more active modes such as cycling and walking. The decision on how to travel is not just a choice of the most appropriate way of doing so in terms of convenience or journey time: cost is also a significant factor.

In East Sussex 78% of all households have access to a car². The figure for Lewes district is 80%, for Rother it is 81% and for Wealden it is 88%. For many households with a car, although the opportunity to travel by bus may be desirable, the bus is less obviously meeting a need than it is for a household without a car. Over half the households in Central St Leonards and Castle wards in Hastings have no car, and 36% of pensioner households across East Sussex also have no car.

Ownership of a car by a household does not necessarily imply that it is available for all trip purposes: it is common, for example, for the car to be used for a daily commute which means it is away from the home address during the day and then unavailable for other trip purposes.

Almost 100,000 residents of East Sussex live in villages or more rural areas, and almost 60,000 of these currently have no access by bus to a key centre at off peak times. It could not reasonably be said that there was a strong 'need' for a bus service in these villages and hamlets; people have adapted, and either have the use of a car, or know someone with a car to help them meet their needs.

² East Sussex In Figures website, *East Sussex County Council*

The following needs assessment looks first at trip purpose, timing and frequency, and then at the numbers and typical characteristics of people using the bus to make trips of each type.

Purpose - a need to travel to and from	Typical frequency and times of travel for this purpose
School or college	Each day, Monday-Friday during school term times (190 days or 38 weeks each year), normally at peak times outwards and at off-peak times for the return journey. Travel patterns to schools are normally regular and predictable, but typically become less regular after age 16. However, this may change with the flexibility for schools/academies to change their opening times.
Place of work	Each day, Monday-Friday at peak times outward and return. Part-time workers may need to travel at off-peak times. Some people will need also to travel to work at weekends or in the evening because of shift times.
Hospital, healthcare facility, or social care facility	Occasional. Normally Monday - Friday, and usually (but not always) off-peak. Includes patients and visitors. For both, evening and weekend travel may increasingly be needed. Most travel for health purposes is likely to be infrequent and irregular, but more regular for social care.
Shops, banks, hairdressers and libraries (town-based)	Occasional. Normally at both peak and off-peak times Monday – Saturday and Sunday daytime (for shopping only). Most people travelling for these purposes are likely to need to travel once or twice a week.

Table 2.1: The Need to Travel: Trip Purposes, Frequency and Timing

It could be concluded that for many of those who currently regularly use a bus at least some of their current journeys by bus reflect their ‘needs’. These bus users may find it difficult to adjust easily or quickly to a change in bus services and the short term impact on some people has to be acknowledged. A structured approach has to be taken, so that we recognise and try to minimise, the negative impacts of any alterations in services.

2.3 Numbers and Characteristics of People Using Buses in East Sussex

In this section we present estimates of the current use of services as a first approximation to the travel needs met by different bus services. For some bus service users, for example those who are too young or unable to drive or those without access to a car, the use of a bus will closely reflect a travel need. For others who are using the bus through choice, for example to avoid car parking costs or to make use of a concessionary bus pass, the current demand will overstate the true need for the bus service.

Needing to Access School or College

There are approaching 64,000 young people (up to the age of 18) resident in East Sussex attending state schools and colleges in the county³. This figure does not include pupils going to private schools, or East Sussex residents going to schools outside the county, or pupils in East Sussex schools who live outside the county.

Data from 2008-09⁴ indicated that:

- 46% of children walked to school
- 37% of children were driven in a car
- 15% used public transport (including public buses and trains) or school coaches

³ East Sussex Sustainable School Travel Strategy, February 2010, Table 1, p9

⁴ East Sussex Sustainable School Travel Strategy, February 2010, Table 5, p13

If these proportions have remained broadly the same, our best estimate is that around 10,000 children living in East Sussex and attending state schools in the county currently use a bus or coach to get to school on each school day.

Of these, between 4,300 and 4,500 children (i.e. less than a half of all pupils using buses) are up to age 16, attend mainstream schools in East Sussex and have statutory entitlement to free home to school transport (based on the distance they have to travel, or the safety of the walking route or the level of parental income⁵). These are made up of the following groups:

- between 2,000 and 2,100 children use closed door coaches each day paid for by the County Council
- between 1,150 and 1,250 children travel on a supported bus route each day, and have their travel paid for by the County Council through an East Sussex Freedom Ticket. A child can use this pass for any journey – not just for school trips
- between 1,150 and 1,250 children use a commercial bus route each day, and each has their travel paid for by the County Council mostly using an East Sussex Freedom Ticket or company equivalent. These children can also use these passes at any time for any journey.

Table 2.2 gives our best estimate of the full picture, for all children travelling to school by bus, with all figures rounded to the nearest 50.

	Closed Door Coaches	Supported Buses	Commercial Buses	Total
Entitled to free Home To School transport	2,000-2,100 20%	1,150-1,250 12%	1,150-1,250 12%	4,300-4,500 44%
Not entitled to free Home To School transport	50-100 <1%	950-1,050 10%	4,550-4,700 46%	5,500-5,700 56%
All children travelling by coach or bus	2,050-2,200 21%	2,100-2,300 22%	5,700-5,950 58%	10,000 100%

Table 2.2: Numbers of pupils using the bus to travel to school

One conclusion from this is that between 2,100 and 2,300 depend on supported buses to travel to school each day in East Sussex. This is between 3% and 4% of the school population, and around 22% of all children living in East Sussex who use a bus or coach to get to school.

There are several possible changes in national and local policy that could affect school transport systems, the viability of buses as the mode of choice, and future needs for free Home To School transport, including:

- the raising of participation age in education or training to 18
- increasing/decreasing numbers of children qualifying for free Home To School transport on the basis of low parental incomes
- changes in admissions procedures and school locations
- new partnerships between schools to extend curriculum choice, and new academies and free schools
- increasing popularity of some schools leading to extra travel requirements for children
- changes in school operating times.

Needing to Access a Place of Work

Census data from 2011 shows that 239,000 East Sussex residents aged between 16 and 74 are in employment. Of this total, 161,000 (or 67%) work full time and 78,000 or (33%) work part time. Of the 78,000 part time workers, 56,000 (or 72%) are women, and 22,000 (or 28%) are men.

⁵ A further 1,000 who attend schools because of their special needs are also eligible for free home to school transport but this group is outside the remit of this exercise.

Of all East Sussex residents who are in employment, nearly one in four travel outside the county to work. More than one in five of these commute to London⁶.

The same census data shows that 67% of East Sussex residents who are in work travel to work in a car, and that a further 13% walk, just over 4% use bus services and a further 7% travel by rail while most of remainder (approaching 19,000 or 8% of the total in work) work from home⁷.

Data on trip purpose for passengers using supported bus services shows that almost 10% of trips made on the supported bus network are for work purposes. This suggests that between 650 and 750 people might be using a supported bus service each day to get to work. As with children using supported buses, many of these people using the bus to get to work will be the same people every day.

Young people are important users of bus services not only to get to work, but also to attend interviews, work placements and apprenticeships.

Some adults in the care of East Sussex use buses, including supported buses, to get to places of work. About 250 or so adults with learning disabilities do voluntary work, or work as full time or part-time paid employees. The best estimate is that between 10 and 15 adults with learning disabilities currently use a supported bus service, normally just once or twice a week but some may be travelling each day.

Needing to Access Healthcare Facility, Hospital or Social Care Facility

This category includes those people needing to get to:

- a GP practice to see a GP, a nurse or another member of the practice team
- a dentist or an optician
- a hospital outpatient clinic
- a hospital to visit a friend or relative
- a day care facility

Those using a bus to get to these types of facility are likely to be either young families, or those with disabilities, or older people. These all happen to be groups who need to make frequent trips to the GP or to hospitals for regular medical check-ups to maintain, manage and improve their health. Those who are too disabled or frail to be able to be able to travel by bus will rely instead on personal collection by car, taxi or ambulance.

Our best estimate based on latest analysis of trip purpose on supported buses is that about 5% of all trips on supported buses are for medical purposes⁸. The number of people using supported bus services to access healthcare, hospitals and social care is therefore likely to be 350 – 400 per day. In contrast to the children getting to school and employees getting to work, few of those using a bus to get to a medical appointment will be regular travellers. It could mean that as many as 1,500 different people use the bus for this purpose each week.

Needing to Access Shops, Banks, Hairdressers and Libraries

Travelling to a nearby town not only enables the use of town-based facilities, but also offers a chance simply to 'get out' and to avoid feelings of isolation. Many people, especially those who are not in work or have retired, use buses for these purposes; the majority can do so using the national travel concession scheme (i.e. their bus pass).

⁶ 2011 Census

⁷ 2011 Census Mode of Travel to work <http://tinyurl.com/p5h9t34>

⁸ On bus surveys conducted by East Sussex County Council on supported bus services, 2011 – 2014. These surveys have also been used to estimate the extent to which trips are made on supported buses for other purposes, such as shopping and to see friends and family.

Our best estimate of the number of people in East Sussex who use supported bus services each day to meet these types of need is 2,500 – 3,000. Like those travelling for medical reasons, not many will be travelling every day. It’s possible that around 8,000 different people will be using the bus for these purposes weekly.

Needing to Access Family/Friends, Leisure and Recreational Facilities

This final category of trip purposes might be considered by some as not a need at all. However these sorts of trips are important to many groups of people for improving sociability and quality of life.

Our best estimate of the number of residents in East Sussex that currently use supported bus services to meet these needs is 700 - 750, or, put another way, possibly 2,000 – 3,000 different passengers weekly.

Summary of Trip Purposes

Figures 2.1 and 2.2 show the estimated total number of people travelling on supported services for each of the main journey purposes: Figure 2.1 shows the number of daily bus users and Figure 2.2 shows the number of bus users per week.

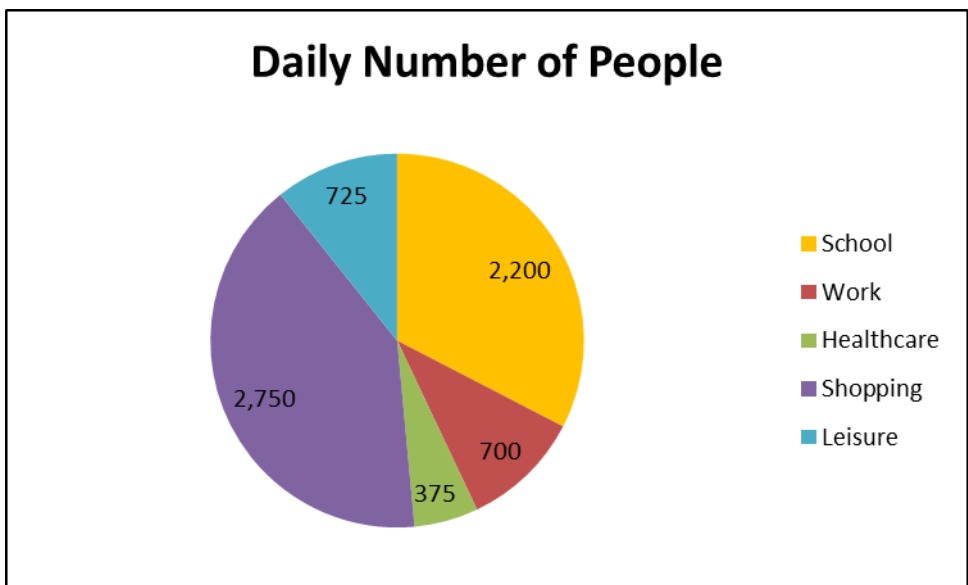


Figure 2.1 Daily Number of Users of Supported Bus Services

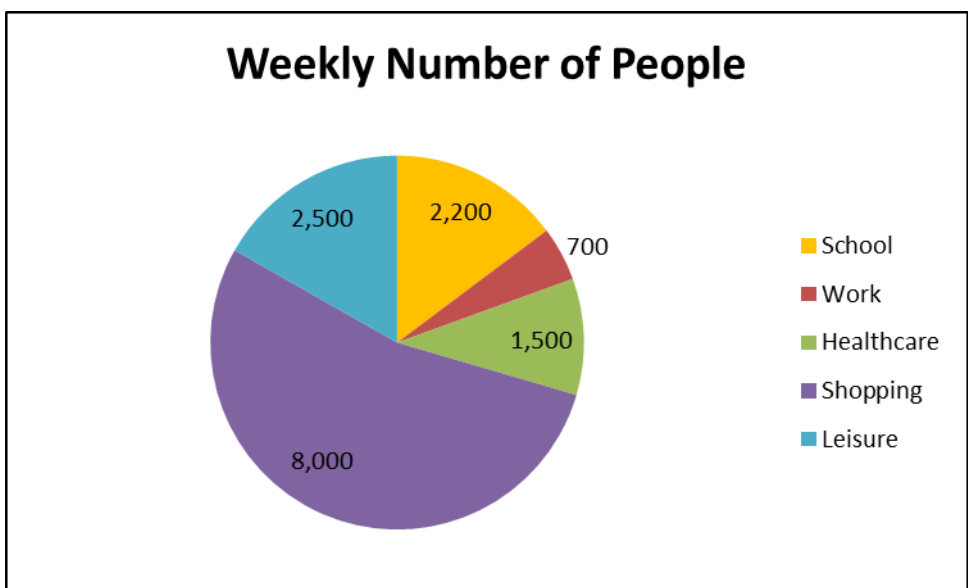


Figure 2.2 Weekly Number of Users of Supported Bus Services

3. Current Service Provision

3.1 Introduction

The local bus network in East Sussex provides access to education, employment, shopping, medical, social and leisure opportunities in the county.

Individual bus services fall into one of three categories:

- Commercial services: where bus operators believe a profitable operation can be run, and are free to set routes, timetables and fares as they see fit
- Community transport services: where 'not for profit' community based organisations have set out to address local transport needs. These vary from car lift arrangements to dial a ride and sometimes local bus services
- Supported services: where bus operators are not willing to provide commercial services, the local authority is able to fund operators to provide additional services to meet the public transport requirements in the county. These are secured through a competitive tendering process or, where it is appropriate to do so for smaller arrangements, through a negotiated 'de-minimis' arrangement with a service operator.

Some routes have journeys operated under more than one type of arrangement – for example, where the main weekday daytime service is commercial but the evening and/or Sunday service is supported.

3.2 Commercial Bus Network

Our role in the commercial bus network is to facilitate the operation of services by operators on a commercial basis. This includes provision of information about the full range of public transport available in the county, including implementation of real time passenger information systems; provision of infrastructure for passenger waiting facilities and for bus priority at critical congested locations; and participation in quality bus partnerships. This assistance to the commercial bus network strengthens its viability and enables it to continue its contribution to the delivery of Council policies.

The commercial bus network accounts for around 80% of the bus passengers carried in East Sussex. It is principally focused on the coastal areas, with dense urban networks in Eastbourne and Hastings supported by trunk inter-urban links to other key settlements.

High frequency commercial services link Brighton with Newhaven, Seaford and Eastbourne, and Eastbourne with Bexhill and Hastings. Other commercial inter-urban services operate on key corridors between:

- Eastbourne, Hailsham, Uckfield/Heathfield and Tunbridge Wells
- Hastings, Battle, Hawkhurst and Tunbridge Wells
- Brighton, Lewes, Uckfield, Crowborough and Tunbridge Wells
- Hastings, Rye, Folkestone and Dover
- Heathfield, Uckfield and Haywards Heath
- East Grinstead, Forest Row, Hartfield and Tunbridge Wells.

The commercial network plays the primary role in meeting the travel needs of residents and visitors and enabling them to access education, employment, shopping, social and tourism destinations in the county.

3.3 Role of Supported Bus and Community Transport Services

The supported bus network accounts for 20% of all bus passengers in East Sussex, but the geographical spread of supported bus services is much wider than for commercial services, with routes operating across the entire rural area of the county plus some services or parts of services within the main urban areas.

The County Council in 2013-14 expected to spend £2.38 million on contracts for supported bus services which serve around 7,500 passengers per day. These include:

- Some inter-urban services such as from Lewes to Eastbourne, Newhaven and Haywards Heath, and between Hastings, Rye and Tenterden
- Services within towns such as Lewes, Newhaven, Seaford, Uckfield, Crowborough, Bexhill and Rye
- Evening and Sunday services, or specific individual journeys, on services which are otherwise commercially operated
- Less frequent services linking rural areas with market towns, which may run several journeys per day or once on a few days per week
- Services specifically intended for taking students to educational facilities
- Taxi share in Polegate and community transport dial a ride services in Peacehaven, Seaford, Lewes area, Eastbourne, Hastings and Rye
- Some bus routes in rural areas

In total, there are 72 contracts awarded to 16 operators across the county. Some contracts cover more than one bus route whereas some bus routes are covered by more than one contract. Six of the operators are community transport providers, and one is a taxi operator. A list of services currently supported is contained in annexe 1.

Operators of these supported bus services also received a further £700k from the County Council through purchasing Freedom passes for children who are eligible for free home to school transport, and who use these services to get to school.

Within its Local Transport Plan 2011 – 2026 the County Council identified a hierarchy which is currently used to consider which services are eligible for financial support:

- 1 School services for eligible children as defined by statute and our policies.
- 2 Peak time services to key centres, further education and employment.
- 3 Daytime services to key centres, hospitals and GP surgeries.
- 4 Evening and weekend services to key centres and hospitals.

The first objective reflects, in part, a statutory duty of ours to provide free home to school transport under the provisions of the Education Act 1996 and the Education and Inspections Act 2006 and, in part, a discretionary policy to provide transport to some children who do not qualify statutorily to attend their nearest school or school of choice. The remaining objectives reflect, in descending order, the contribution to delivery of key Council priorities and policies. Peak time services for employment and education are provided on a number of routes, particularly in the inter-urban and urban categories, with some routes linking to market towns also having a peak time service (especially where combined with a school journey). Off-peak services are available which offer facilities for shopping, attendance at medical appointments or leisure purposes.

The community transport sector has grown in the county in recent years; it now accounts for 7% of the County Council's total contracted Public Transport budget in 2013-14 compared to 3% in 2008-09 reflecting recent efforts to encourage and support this sector. Further growth will depend not only on the capacity of these organisations to expand, but on the motivation and enthusiasm to do so.

The County Council's public transport team routinely undertakes surveys on board their supported bus services. Key information collected during these surveys is as follows:

- Service number, operator and time of journey
- Punctuality (departure and arrival times)
- Boarding and alighting points
- Journey purpose
- Ticket type and cost.

Surveys undertaken from 2013 onwards also included information on how often the journey in question is undertaken. However, a significant proportion of the available data pre-dates the availability of this information and therefore it has not been included in the analysis.

3.4 What the Data Told Us

We have analysed a full range of available bus survey data for the period 2011-2014, which covers the majority of the supported bus network in East Sussex. This has given us a snap shot view at one point in time of the demands for supported bus services coming from individual settlements.

Each journey has been recorded on a spreadsheet matrix which indicates the origin, destination and journey purpose. The outputs shown in Figures 3.1-3.3 are for origin and journey purpose for each settlement. Journey purposes are broken down as follows:

- Employment
- Education (to schools, colleges, higher education providers)
- Medical (to health centres, doctor's surgeries and hospitals etc.)
- Shopping
- Social (meeting friends, leisure activities, sports etc).

These journey purposes reflect the hierarchy of services which is currently used to determine whether routes should get financial support.

The majority of journeys on the supported bus network are undertaken as part of a return (i.e. two-way) trip. Unless a single ticket has been purchased it is not possible to tell from the survey data whether the journey is the "outward" or "return" leg. For the purposes of this assessment it is necessary to identify the "outward" legs only as these will usually be the ones from the user's place of residence. As a result of this, data has been analysed for most routes in one direction only, and this is in the direction where the majority of "outward" trips will be made, for example:

- Service 318: Hurst Green to Heathfield – data analysed in Heathfield direction only
- Service 340: Tenterden to Hastings – data analysed in Hastings direction only.

The data analysis excludes services designed exclusively for the use of students (e.g. services 320, 384), but includes services used by students where the journey is part of a larger whole route (e.g. services 121, 123).

3.5 Results

The results of this exercise are indicated graphically in Figures 3.1-3.3, and illustrate the total level of daily demand for supported bus services from the identified settlement. They provide a 'snapshot' of activity on the days when the surveys were undertaken but are considered to be representative of the overall nature of trip making from each settlement. As these figures generally demonstrate the results in sufficient detail, the accompanying text will highlight general trends and key themes emerging from the results.

In all, 3,161 individual journeys from settlements within East Sussex were analysed from a total of 91 settlements.

Overall Trip Purposes

Table 3.1 and Figure 3.1 below indicates the total travel demand broken down by journey purpose. This is based on 3,500 survey returns:

Journey purpose	Proportion of trips
Employment	9%
Education	44%
Medical	5%
Shopping	32%
Social	10%
Total	100%

Table 3.1: Travel demand by journey purpose in East Sussex

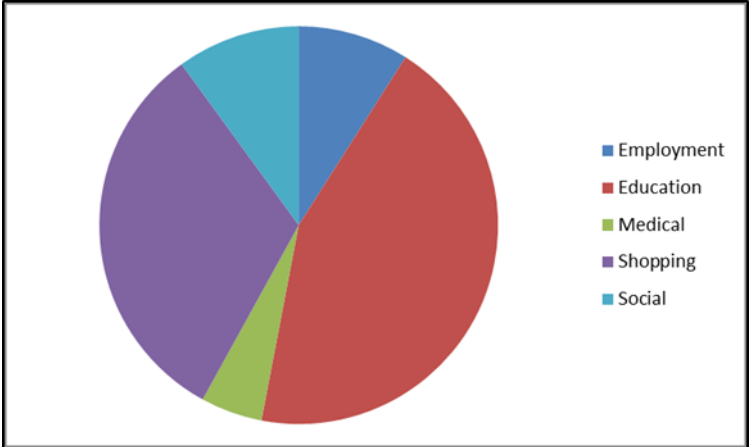


Figure 3.1: Trips by Journey Purpose

This data indicates that education trips on the wider supported network account for nearly half of total trips on the network, emphasising the major importance that education-related traffic has on the network in East Sussex. The structure of many supported routes is designed to accommodate this traffic with journeys at appropriate times, with the remaining off-peak journeys scheduled around it.

Shopping trips account for nearly a third of all trips on the network. Significant proportions of these had been classed as “shopping/social” in the original survey data, but have been included as purely shopping trips for the purposes of this analysis, reflecting their relative importance in the service hierarchy. Journeys made for social purposes, which was just under one in ten, tend to be of a much more dispersed nature. Trips are less likely to be made solely to the key centres, and village-to-village or town-to-village trips are more common in this category.

Employment traffic accounts for just over 9% of total trips, although this reflects variations from around 15-20% in larger settlements with relatively good bus service provision down to 0-2% in smaller more remote villages.

The smallest category was travel for medical purposes, at fewer than 5% of total journeys. These tend to be concentrated in trips to the major settlements, particularly Hastings, Eastbourne and Lewes, although several communities record journeys to local doctor’s surgeries and health centres, sometimes within their own settlement.

Table 3.2 shows the top five origins in terms of total journeys made on supported services:

Location	Number of trips
Lewes	270
Hastings	232
Newhaven	185
Seaford	172
Battle	154

Table 3.2: Locations generating highest number of daily trips

These five are all key centres in East Sussex. It is not surprising that Lewes has the highest number of originating journeys as the entire town network is supported. Hastings, Newhaven and Seaford also have town services that are operated under contract to the County Council and generate significant patronage, mostly concessions. Battle’s patronage is predominantly education-based but also includes significant movements to Bexhill and Conquest Hospital.

Employment Journeys

Whilst fewer than 10% of trips across East Sussex are made for employment purposes, there is considerable variation between settlements. Table 3.3 indicates the top five origins for employment-related journeys:

Journey origin	Number of trips
Lewes	33 (12%)
Hastings	21 (9%)
Rye	17 (12%)
Nevill	16 (13%)
Battle	13 (8%)

Table 3.3: Locations generating highest number of employment-related trips

The top five locations for employment-related trips, perhaps unsurprisingly, contain three of the locations included in the overall top five. Lewes and Hastings are again the top two locations for employment-related journeys, although Rye is third and the Nevill area of Lewes fourth. Battle remains fifth.

A key point from this analysis is that 33 out of 91 settlements included in the dataset generated no employment trips at all, primarily because of a lack of journey opportunities at appropriate times.

Many of the journeys made for employment purposes are regular journeys, and a considerable proportion of them are made at least 5 days per week. As a consequence, consideration must be given to the likelihood that employment trips make up a larger proportion of total annual trips than they do for daily trips.

Education Journeys

The County Council makes provision for students through dedicated school bus provision (known as “closed door contracts”) and through journeys on the public bus network which are also of use to the general public.

East Sussex’s supported bus network is heavily used by children going to school, and they form the largest single proportion of users. The requirement to cater for these children has an impact on provision across the entire county.

Table 3.4 indicates the five largest origin points for school travel demand in East Sussex:

Journey origin	Number of trips
Hailsham	109 (86%)
Lewes	91 (34%)
Battle	84 (55%)
Hastings	51 (22%)
Rye	40 (28%)

Table 3.4: Locations generating highest number of education-related trips

Hailsham is the largest generator of education-related travel in East Sussex, and much of this demand is to Ringmer Community College, where three buses are provided in both morning and afternoon. Lewes is also a significant location with a high number of trips on the supported town network including education users to Priory School.

The proportions of the total trips from each settlement vary significantly – 86.5% of all the supported service trips from Hailsham are for education purposes, which is unsurprising as

education is the focus of supported services in the town. For Hastings, Rye and Lewes the proportions are much lower (20-30%), which reflects the greater diversity of the supported service portfolio in these areas.

Only 18 of 91 settlements included in the dataset generated no education trips on the supported bus network.

As with employment trips, trips for education purposes are made frequently, and thus will account for a higher proportion of annual trips than for daily trips due to the lower frequency of travel for other purposes.

Healthcare Journeys

Journeys for medical purposes form the lowest proportion of trips on the supported network. These include journeys to hospitals, doctor’s surgeries or health centres, and sometimes are very short in distance. Table 3.5 indicates the top five origin points for healthcare and medical-related journeys:

Journey origin	Number of trips
Seaford	24 (14%)
Lewes	16 (6%)
St Leonards	11 (23%)
Battle	10 (6%)
Newhaven	9 (5%)

Table 3.5: Locations generating highest number of medical-related trips

Seaford is the largest generator of medical-related journeys in East Sussex, followed by Lewes, St Leonards, Battle and Newhaven. The proportions of trips varies considerably amongst the top five, with medical trips accounting for less than 5% of all journeys in Newhaven and over 20% of all journeys from St Leonards. Of the top five locations, St Leonards and Battle have direct bus links to a major hospital.

Whilst the overall number of trips for medical purposes was low, there are considerable variations between areas. The largest single attractor of medical-related bus journeys is the Conquest Hospital in Hastings, which is located on several supported bus routes. Particular clusters of journeys to the Conquest Hospital were made from Hastings, St Leonards, Battle and Bexhill. Large numbers of medical trips were also made on town services within Lewes and Seaford, as well as from outlying areas to other key centres such as Newhaven. A small minority of medical journeys were made on a very localised basis, from one village to the next – presumably to access local GP facilities. Whilst it was not specifically analysed, the majority of medical trips are made by concessionary pass holders at off-peak times, with some on a semi-regular basis and others as occasional journeys.

In total, 51 of the 91 settlements in the dataset recorded no journeys on the supported bus network for medical purposes – this is by far the highest number of “zero” responses for any category.

Shopping Journeys

Use of the supported bus network for shopping purposes is one of the main demand flows in East Sussex. Many off-peak journeys, and sometimes entire routes, are used exclusively by persons undertaking shopping trips.

The top five origin points for shopping trips are shown in Table 3.6 below:

Journey origin	Number of trips
Newhaven	120 (65%)
Hastings	108 (47%)
Lewes	105 (39%)
Seaford	90 (52%)
Nevill	61 (48%)

Table 3.6: Locations generating highest number of shopping-related trips

Newhaven recorded the highest level of shopping trips, mainly on the town service and to Lewes. Hastings was next, primarily due to high levels of shopping trips on supported town services and on inbound buses originating from the Rye area. Lewes's relatively high numbers of supported town buses also resulted in a high number of trips (and if combined with the Nevill area, would have scored highest).

Most locations in East Sussex recorded shopping journeys on the supported bus network. Of the 19 that did not, demand was largely for education purposes and there was little off-peak demand.

Shopping journeys vary in frequency, with some reporting daily trips and some once a week. Consequently, as a total proportion of annual trips these are likely to be a lower proportion due to the relative infrequency when compared to employment and education journeys, although involving a higher absolute number of people.

Social Journeys

Journeys for social and leisure purposes are the lowest ranked criteria in the hierarchy of supported bus services in East Sussex, but nonetheless form a significant proportion of trips. Table 3.7 shows the top five locations in the county for social-related trip origins:

Journey origin	Number of trips
Hastings	45 (19%)
Seaford	27 (16%)
Lewes	25 (9%)
Rye	19 (13%)
Battle	16 (10%)

Table 3.7: Locations generating highest number of social-related trips

Hastings is considerably higher than anywhere else in the county in terms of the number of originating trips, and is one of the highest in terms of proportion of trips (when areas with an insufficient sample size are excluded). Seaford, Lewes, Rye and Battle were the other locations with significant numbers of originating daily social trips.

Social trips can be defined as (amongst other things) visiting friends, leisure activities, sport, country walks, and simply travelling in the company of others.

Such journeys are generally made at a low frequency – once or twice a week. Consequently they account for a relatively small proportion of total annual trips on the network. 30 locations – nearly one-third – in the dataset recorded no bus trips for social purposes.

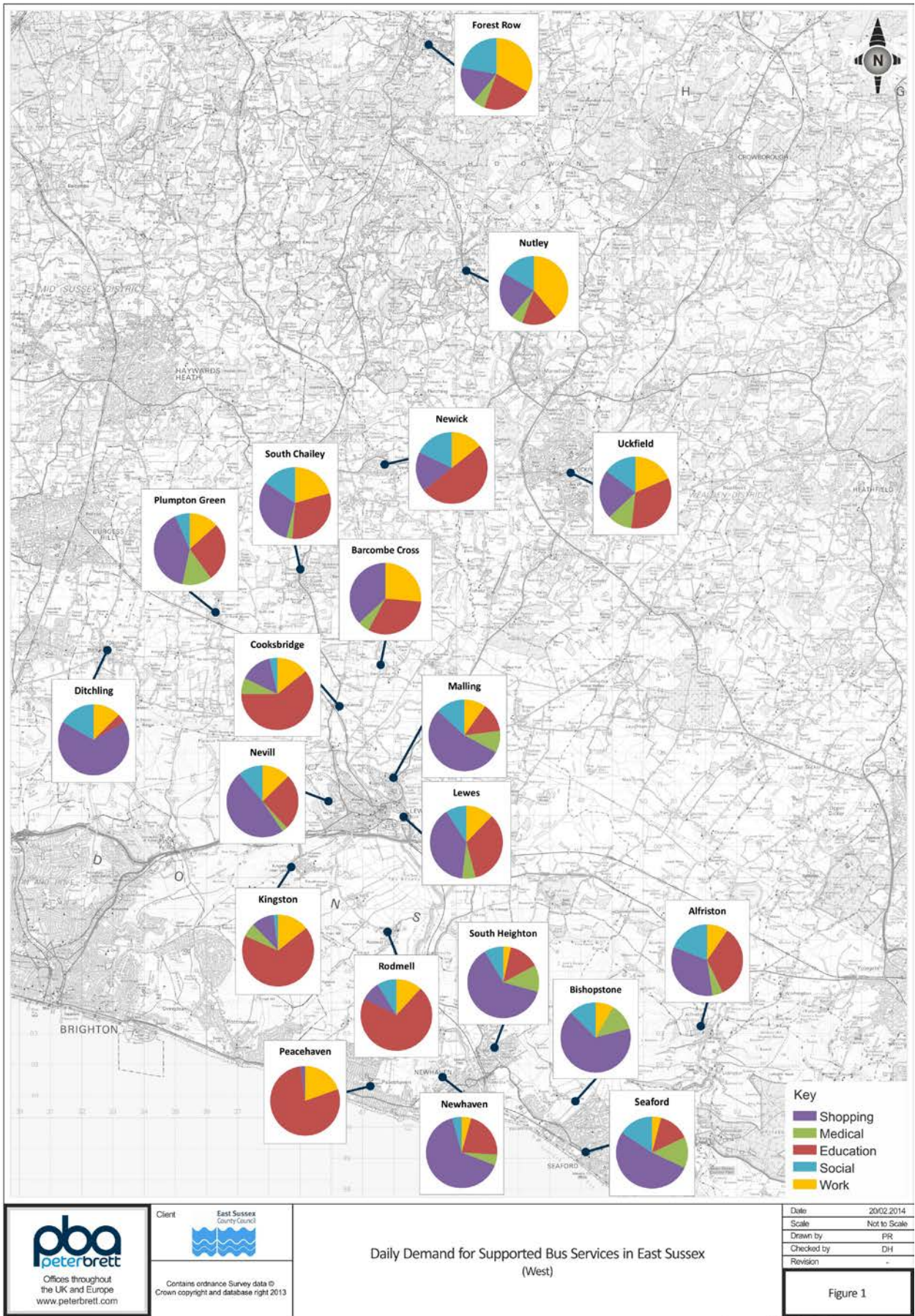


Figure 3.1: Supported Service Demand by Journey Purpose (West)

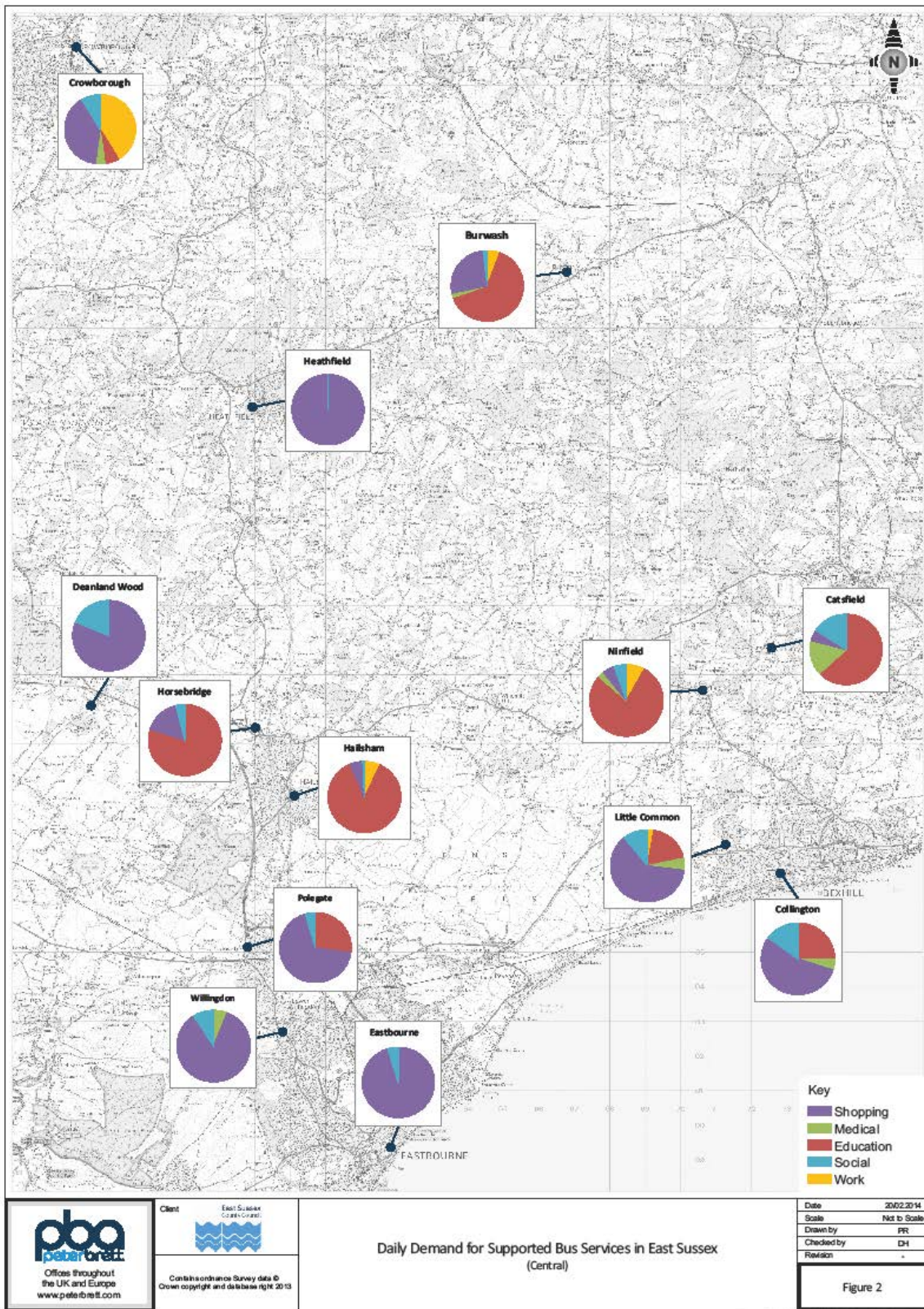


Figure 3.2: Supported Service Demand by Journey Purpose (Central)

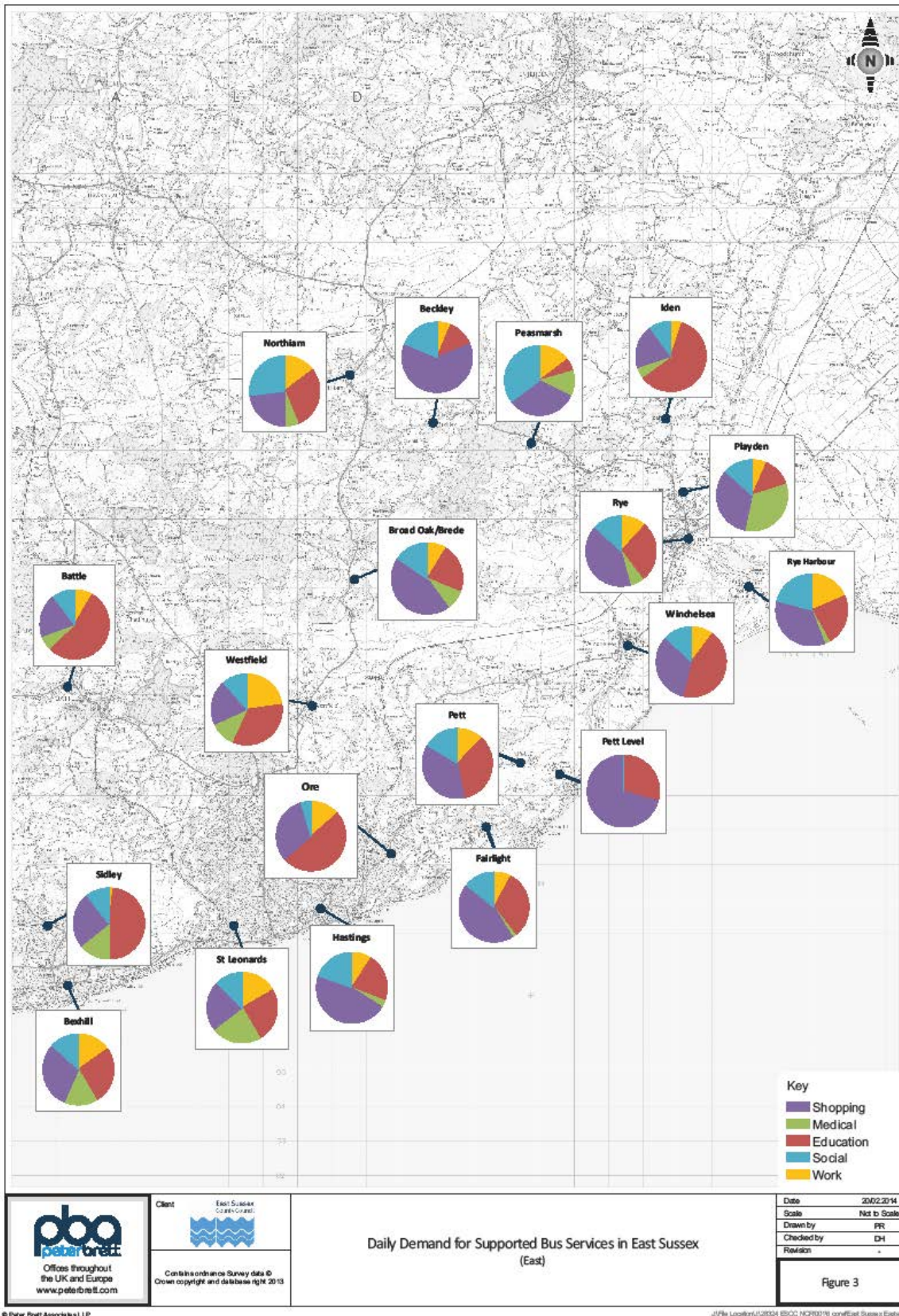


Figure 3.3: Supported Service Demand by Journey Purpose (East)

4.Resource and Financial Analysis

4.1 Introduction

In this section we first describe the various ways that public bus services are currently supported in East Sussex, and also the extent to which 'closed door' services – those services not available to the public - are used to meet statutory obligations.

The section then turns to how our costs, commitments and financial pressures might change in the future, and what options could be available to bring more finance into the system.

4.2 Funding

Funding for local bus services in East Sussex as in the rest of England (outside London) comes from a variety of sources.

For commercial services, income is mainly derived from three key sources:

- Fares paid by passengers
- Concessionary travel revenue reclaimed from the local authority
- Bus Service Operators' Grant (BSOG).

'The English National Concessionary Travel Scheme requires local authorities to reimburse bus operators for allowing free off peak travel to older and disabled concessionary pass holders. The County Council has a legal duty to do this in a way that bus operators are no better or worse off compared to there not being a free travel scheme. The calculations used to do this are based on detailed guidance provided by the Department of Transport. Central Government includes funding for concessionary bus travel within the general block grant it pays to local authorities.'

BSOG for commercial services is claimed by operators directly from Central Government.

For the supported bus network, the key sources of income are:

- Fares, concessionary travel revenue and BSOG as above
- Revenue Support Grant from central to local Government
- Council Tax.

Depending on how the contract is procured, fares and concessionary travel revenue may or may not accrue to the operator.

The County Council also has access to funding from developer contributions associated with successful business and residential planning applications. This funding is used to support bus services which are linked to the development and whilst supported initially, the expectation is generally that the services will become commercially viable over time.

Management of BSOG for tendered services passed to local authorities in January 2014, for which they now receive a separate grant (ring-fenced until 2017) from Central Government. The County Council has put in place new arrangements to pay this grant to operators of tendered services, to make up for the removal of their BSOG income.

Several bus service improvements introduced in East Sussex were as a result of "challenge" funding bids such as Kickstart, Rural Bus Challenge and Urban Bus Challenge. None of these funding streams are currently in operation, but we are always alert to the opportunities afforded by new central government funding competitions.

4.3 Spending

This section presents a statement of what was spent in 2012-13 on various types of bus services by different parts of the County Council. As well as supporting bus services, we also fund travel for a number of schoolchildren as well as some adults with learning difficulties. Our departments that spend on passenger transport services are as follows:

- Communities, Economy & Transport (CET) Department, which is responsible for providing funding support to those bus services and community transport operations that cannot operate fully commercially. The CET directorate also funds our public transport undertaking, the unit responsible for managing the supported bus network, for bus-related infrastructure and publicity, and for liaison with bus operators
- Children's Services (CS) Department, which is responsible for ensuring that those pupils entitled to free home to school transport have their fares paid directly by the County Council
- Adult Social Care (ASC) Department – and in particular its teams that support adults with Learning Disabilities – which are responsible for offering transport support for those who need it to reach day care and other facilities.

4.4 Corporate Spending Summary

Commercial Bus Routes

Commercial bus services operate largely without direct support from the County Council. The exception is the income they get directly from us for the passes used by children travelling on commercial buses who are entitled to free Home to School transport. This applies to an estimated 1,200 children in East Sussex and costs us around £700k each year.

Supported Bus Routes and Community Transport Operations

Supported bus routes and community transport operations get financial support from the County Council totalling £2.925m. This comes from these principal sources:

- CET spent £2.145m in 2012-13 supporting services deemed socially important but, which mainly because of the low level of demand, cannot operate profitably
- Children's Services contributed a further £700k, by purchasing Freedom passes for those children who are entitled to free Home to School transport who live somewhere that is served by a bus route supported by the County Council. This affects around 1200 children.
- Adult Social Care (ASC) pays an annual amount to the CET Transport Hub, under a Service Level Agreement. This is £80,500 per annum

In addition, the CET Transport Hub directly manages the budget on behalf of ASC for transport services for St Nicholas and Phoenix day centres in Lewes (fleet vehicle costs, drivers and external transport). For 2013/14, the budget was £208,356 for the part-year from June to March. The full year budget is expected to be slightly higher for 2014-15.

In the last five years we have undertaken a number of network efficiency reviews to meet previous budget pressures, which has resulted in services being reconfigured or operated commercially in some cases. We have also increased investment in community transport services through grants to strengthen the voluntary sector to enable it to meet rural travel needs. Finally we have reviewed concessionary travel entitlements and adjusted provision to meet changing requirements.

'Closed Door' Contracts

The CET Transport Hub directorate arranges provision of free home to school transport for over 2,000 entitled children, using closed door contracts. These are coaches, minibuses and taxis procured exclusively for the use of schoolchildren and are not open to the general public. In 2012-13, the estimated total cost was £1.855m. The Transport Hub commissions closed door transport for pupils who are entitled to free home to school transport, where public transport is not available and supported bus services are not viable due to low numbers of fare paying users.

Separately, an estimated £250k is spent on closed door coaches in the Adult Social Care Learning Disabilities operation. This is mainly to provide transport for those who are unable to travel on a public bus to a care facility.

Further client transport expenditure is incurred by ASC using its in-house fleet and both CS and ASC have overhead costs associated with the management and organisation of transport. These activities are not considered further within this Strategic Commissioning Strategy as they are distinct from bus service provision.

Table 4.1 below shows how much money is spent on three different types of bus and coach services. In total an estimated £5.73m was spent in 2012-13 on direct payments to operators. Management overheads and the reimbursement of concessionary fares are in addition to this amount and bring the total spend to £14.25m.

Spending Category	Communities, Economy & Transport	Children's Services	Adult Social Care	Total
Commercial bus services	£0	£700k	£0	£700k
Supported bus services and community transport	£2,145k	£700k	£80	£2,925k
Closed door contracts	£0	£1,855k	£250k	£2,105k
Sub total	£2,145k	£3,225k	£330k	£5,730k
Concessionary fares support for commercial bus services	£7,205k	£0	£0	£7,205k
Concessionary fares support for supported bus services	£755k	£0	£0	£755k
ESCC Public Transport Undertaking	£560k	£0	£0	£560k
Total	£10,665k	£3,255k	£330k	£14,250k

Table 4.1: Summary of Passenger Transport Spending (2012-13)

4.5 Changes That Could Affect Future Spending

Turning to specific factors that could influence future spending on bus services within particular directorates:

- CET – will need to consider exactly how those services that it currently supports help us meet our various policy and access pledges and particularly our objective to support the most vulnerable people.
 - Children's Services – will need to continue to meet its statutory responsibility to provide free Home to School Transport for those entitled. In this respect, this Directorate faces a number of challenges including:
 - the raising of participation age in education or training to 18
 - increasing/decreasing numbers of children qualifying for free Home to School transport on the basis of low parental incomes
 - changes in admissions procedures and school locations, the structure of education provision including increasing academies and free schools, and changes in school operating times
 - new partnerships between schools to extend curriculum choice
 - increasing popularity of some schools leading to extra travel requirements for children.
- ASC, and specifically Learning Disabilities – will need to continue to assess travelling needs and capabilities carefully, with a view to encouraging as many adults as possible to travel by bus. It will also need to remain alert to the implications of the developing personalisation agenda, direct payments and shifts in approaches to housing each of which could have a bearing on the likelihood of service users travelling by public bus or by a purpose commissioned coach.

4.6 Changes in Transport Service Expenditure

As with other local authorities and government agencies, we are required to reduce expenditure across the range of activities we undertake. We have a budget management process known as Reconciling, Policy, Performance and Resources (RPP&R) designed to bring together business and financial planning, to set priorities and direct resources towards meeting those priorities. Our agreed overarching priorities are:

- Driving economic growth
- Keeping vulnerable people safe from harm
- Building resilience for individuals and families to live independently
- Making best use of our resources

The savings target for transport services identified during the RPPR process totals £2.23m. This is £0.57m in 2014-15 followed by £1.66m in 2015-16.

The plan for achieving the 2014-15 savings target consists of changing the start time for free travel through the English National Concessionary Travel Scheme (ENCTS) on local bus services in East Sussex to 0930, removing the Companion Pass element of the ENCTS, retendering of supported services in the Lewes area, and through making various other administrative changes.

The Strategic Commissioning Strategy is intended to deliver the savings required in 2015-16 and onwards.

4.7 Value for Money

In line with our intention to deliver the lowest possible council tax, all Council spending must demonstrate value for money and represent a cost effective use of funds.

The new proposed supported bus network has been devised to ensure that all places that currently have a service will continue to have a service in future, although in some cases the service frequency will be reduced. Once data are available on passenger numbers and trip purposes on this new network, it is intended that a formal Value for Money analysis will be done taking into account for each route:

- the number of passengers using it
- the purpose of their trips
- the subsidy per passenger

Those routes with relatively low subsidies that carry large numbers of passengers on 'high priority' trips, would be favoured for County Council funding over routes that operate with high subsidies or carry mostly passengers using the bus for 'lower priority' purposes.

The financial and commercial performance of supported services is, and will continue to be, regularly monitored to confirm that expenditure continues to represent value for money in the context of available budgets.

4.8 Opportunities for New Funding

There are potential opportunities for us to secure additional funding for supported bus services through a number of sources:

- **Discretionary Spending by District, Borough, Town and Parish Councils**
There are some limited examples in East Sussex of clusters of parish and town councils using their precept powers to help finance community transport services, but district and borough councils in East Sussex do not contribute to local transport services to the extent that is seen in many other parts of the south east. For example in West Sussex, districts contribute about 5%, but in Surrey and Hampshire in the latest year they contributed 15% and 23% respectively of the total bus operator support.

While the agreements elsewhere may be historical one offs to retain threatened services, we should establish whether the loss of a service is of sufficient concern to secure complementary funding from a district or borough council or even, perhaps, parish or town councils.

- **Use of Parking Charge Surpluses**

East Sussex County Council is permitted to use any surplus from on-street parking schemes in, Eastbourne Borough, Hastings Borough and Lewes District to support 'public passenger transport services'. This provides a potential continuing funding stream for the supported bus network, subject of course to the relative merits of competing applications for the funding.

Data provided by the Council's Parking Business Officer, in June 2013 shows a forecast annual surplus of around £800k going forward, assuming continuation of current levels of both income and expenditure. If 50% of this was allocated to the supported bus service budget, an additional £400k of funding would be available.

- **Raising Home to School Fares**

Where the income from services does not meet the cost of their provision, it is reasonable to consider the extent to which users could be asked to make a greater contribution to costs. This is particularly relevant for home to school transport where the cost of peak service provision is relatively expensive.

If fares were raised by 30% for schoolchildren not entitled to free travel, we estimate that fares income could increase from around £290k per year to £350k. Similarly if fares were raised by 60%, income might approach £400k per year. If the additional income was used to fund supported bus services, these actions would increase the available budget by £60-110k.

- **Contributions from Schools and Colleges**

Schools and colleges can choose to subsidise or fund transport services to attract pupils from a wider area, and, by doing this, the schools and colleges can get additional pupil premium payments.

- **Development Contributions**

Two opportunities arise with development contributions:

- to ensure that all previously promised contributions have been collected and managed for the full term of the S106 agreement
- to identify local transport and school bus support requirements earlier with developers and encourage greater contributions, while recognising the need to avoid onerous or excessive demands out of step with the National Planning Policy Framework.

- **Support from the Health Sector**

The change in NHS commissioning arrangements, and the replacement of Primary Care Trusts (PCTs) by five Clinical Commissioning Groups (CCGs), may provide a new opportunity in East Sussex for more imaginative support of bus services – particularly any supported bus services that are known to carry passengers to hospitals or community health facilities.

5. Current Legislation, Policies and Practice

5.1 Introduction

The following current legislation relates to transport, education, health, adult social care and equalities and has been reviewed as its input into the development of the Strategic Commissioning Strategy is essential for two reasons:

Legislation imposes statutory duties on us to ensure that certain needs are met; for example, as described below, the requirement to provide free home to school transport for eligible children.

Guidance offers best practice advice on the key activities required to develop the Strategic Commissioning Strategy, for example on needs assessment, conducting effective public consultation, equalities perspectives and, later, on technical transport solutions.

5.2 Transport

Legislation

The primary legislation affecting supported local bus services is the Transport Act 1985 which places the following duty on non-metropolitan county councils:

'To secure the provision of such public passenger transport services as the council consider it appropriate to secure to meet any public transport requirements within the county which would not in their view be met apart from any action taken by them for that purpose'

In discharging this duty, councils have considerable freedom to determine what categories of service are provided and the purposes they are intended to serve. It must also, however, be recognised that established policy documents such as the Local Transport Plan sets the policy framework for delivering the transport strategy that supports economic growth (access to jobs, education, skills training) in the county. It recognises that the strategy is dependent on the level of funding available and therefore this will be reflected in all aspects including funding supported services.

The Local Transport Act 2008 has introduced some additional flexibility in relation to both conventional bus services and community transport provision. For the former, the Act eases the introduction of statutory quality partnerships and quality contracts by requiring proposals simply to 'bring benefits to persons using local services'. Given our strong commitment to partnership working and the success of its non-statutory partnership schemes, these measures are unlikely to have significant impact in East Sussex.

The 2008 Act also gave additional flexibility to community transport (CT) operators by removing the vehicle size constraints that previously applied and relaxing the rules on payments to drivers. Theoretically, these changes make CT a more useful option for greater supported bus service provision, but this is also dependent on the ability and willingness of operators in this sector to take advantage of these opportunities. Experience both nationally and locally suggest the Act has, at best, a limited impact.

5.3 Education

Legislation

Statutory practice is stipulated by the Education Act 1996 and by the Education and Inspections Act 2006. These require authorities to provide free transport to children of compulsory school age, who are attending a qualifying school in the following categories:

- 1 Children with special educational needs, a disability or mobility problems who cannot be reasonably expected to walk the required distance to school;
- 2 Children whose walking route to school is unsafe;
- 3 Children who attend schools beyond the statutory walking distance (2 miles for children under 8 years old and 3 miles for children aged 8 or over; and
- 4 Children from low income families (if between 8 and 11 and attending their nearest suitable school between 2 and 3 miles away, or attending one of their 3 closest suitable secondary schools between 2 and 6 miles away, or between 2 and 15 miles if a secondary denominational school is attended).

In most cases, once pupils reach school leaving age they are no longer eligible for free transport to encourage them to get to school or college. The Education Act 1996 makes provision for school and college transport for young people of sixth form age. The legislation recognises that a local response to transport arrangements is important in enabling young people's participation in education and training, and allows local authorities to determine what transport and financial support are considered necessary to help young people stay in learning.

The Education and Inspections Act 2006 introduced a new statutory duty on local authorities to provide free transport for some of their most disadvantaged pupils – particularly those from low income families. Schedule 8 of the Education and Inspections Act 2006 entitles secondary-age pupils in the lowest income groups to free home to school transport to their nearest suitable school on the grounds of religion or belief between two and 15 miles from their home, providing that there is no nearer suitable school with a suitable religious character. Other eligible secondary pupils (11–16) get free transport between two and six miles – as long as there are not more than three nearer schools. This para should be first in section, need to remove repeated bits from this para or from my added wording to criteria 4?

The raising of the participation age (RPA) could have a significant, practical impact on school and college transport. From summer 2013, young people were required to continue in education or training to the end of the academic year in which they turn 17, and from summer 2015 they will be expected to stay until their 18th birthday. Although adjustments to statutory transport entitlement could arise from RPA, we know of no imminent or likely alterations to the legislation affecting this age group or of intended adjustments to any of the other statutory requirements involving home-to-school transport.

Regarding young people with SEN or disabilities, the 16-18 transport duty (DfE guidance) relates to those of sixth form age aged up to 19 (and beyond the age of 19 if they are continuing on a particular course started before the age of 19). Local authorities also have a duty under the Education and Skills Act 2008 to encourage, enable and assist the participation of young people with learning difficulties and/or disabilities up to the age of 25 in education and training. Although offering free transport is discretionary, local authorities should be demonstrating suitable provision to enable post-16 participation for this group.

The Education and Inspections Act 2006 also requires local education authorities to produce a sustainable school travel strategy and “to promote the use of sustainable modes of travel to meet the school travel needs of their area”. This duty applies to all children travelling to school, not just those who are entitled to statutory provision.

Policies and Practice

East Sussex County Council follows what is generally considered ‘standard practice’ in meeting its statutory obligations for free home to school transport, in using and applying each of various rules (as set out above). The statutory obligation to provide free transport for pupils deemed eligible, is met wherever possible through funding free seats on public bus services and where

this is not possible running 'closed door' school coaches to particular schools and colleges. Where a dedicated coach or bus service is unavailable, the parents of some children receive direct financial support to pay towards their mileage costs incurred in getting their children to school.

It is currently Council policy to provide discretionary transport support to 16-19 years olds from low income families to enable them to continue their learning, and therefore not to potentially end up in the 'not in education, employment or training' (NEET) category.

5.4 Adult Social Care

Legislation

Section 47 (1) of the National Health Service and Community Care Act 1990 establishes the duty of local authorities to assess an individual's need for community care services. It states: 'Where it appears to a local authority that any person for whom they may provide or arrange for the provision of community care services may be in need of any such service, the authority:

- a) shall carry out an assessment of his needs for those services; and
- b) having regard to the results of that assessment, shall then decide whether his needs call for the provision'.

Providers of Adult Social Care have a legal duty to offer transport to eligible service users in certain circumstances. Section 2 (1) of the Chronically Sick and Disabled Person's Act 1970 supplements and extends section 29(1) of the National Assistance Act 1948 by placing a duty on local authorities to make arrangements for a range of welfare services where they are satisfied that it is necessary to do so to meet the needs of disabled persons to whom the section applies. Section 2(1) includes the provision of or assistance with facilities for travel.

At the present time, we know of no specific proposals for new legislation directed towards transport arrangements within adult social care.

Policies and Practice

The general consensus is that the provision of social care for adults should promote the maximum possible independence for the service user. In extending this principle to how the individual adult accesses the care service, those working within adult social care should assess whether the service user can travel independently or whether a transport solution, commissioned or provided by the local authority, is called for.

The best case scenario is that service users will make their own transport arrangements to access and take advantage of specific services or support. In contrast with education, free or subsidised transport, for adults using social care is not a service in its own right. Transport will normally only be provided if, in the opinion of the assessor, it is the only reasonable means of ensuring that the service user can safely get to a facility.

An assessment will normally be made of the service user's mobility, including assessing:

- any requirement for a wheelchair or other walking aid
- the ability to get in and out of a property and to get in and out of a vehicle
- the risk of falling without support

There may also be separate assessments of both physical and social reasons that prevent the service user from travelling independently such as:

- availability of family/carers
- communication difficulties (for example ability to order taxi or use public transport)
- psychological factors (for instance - loss of confidence or agoraphobia)
- any other factors affecting personal safety.

Where the assessor concludes that the service user is capable and there is appropriate transport available (either personal or public transport), it will be assumed that the service user will use this as a first option. Only in cases where there are likely to be difficulties or dangers, will supported transport be provided.

5.5 Health

Legislation

The most relevant legislation relating to transport for health care is the National Health Service Act 2006, and more specifically the Department of Health's:

- Eligibility criteria for patient transport services (PTS) (dated 10 September 2007)
- Guidance on the Healthcare Travel Costs Scheme: Instructions and Guidance for the NHS (dated 26 May 2010).

Access to transport to get to health facilities depends on whether there is a need to get to a hospital in an emergency, and therefore on the person's medical condition and circumstances. In a medical emergency, an ambulance is provided free of charge.

The great majority of trips to health facilities are planned and do not involve emergencies. This applies to almost all visits to GP clinics, to dentists and to opticians, to hospital outpatients and also trips to visit someone in hospital. In these cases, the person travelling will normally be expected to make their own way to the facility and to meet the full cost of their transport.

There are two main exceptions to this; the first exception is based on the person's ability to travel independently, and the second is based on the person's ability to pay for their travel costs.

Ability to Travel Independently

Free non-emergency patient transport services (PTS) may be provided if the person needing to travel is deemed to have a medical need for this service. In some cases patients needing to get to hospital are advised to contact PTS directly to find out if they are eligible for transport, in other cases the patient's GP, or the healthcare professional who is making the referral, is required to confirm that the patient has a medical need for transport. Eligible patients are those who:

- have a current medical condition such that they require the skill or support of Patient Transport Services staff on/after the journey, and/or where it would be detrimental to the patient's condition or recovery if they were to travel by other means; or
- have a medical condition that currently impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patient's condition or recovery to travel by other means; or
- are the recognised parent or guardian where children (up to the age of 16) are being transported; or
- have a mental incapacity, learning disability or mental health condition, which makes using private or public transport unsuitable.

It is also a requirement that for free PTS to be offered, the journey has to be made to receive services under the National Health Service Act 2006, which are not primary medical or primary dental care services. This means that almost all trips involving PTS are to hospitals or secondary care facilities, to which the patient has been referred by a doctor or dentist.

Some discretion can be applied in certain situations, for example with patients who do not qualify for PTS, but who have a serious illness, and are undergoing a sustained programme of treatment, which requires them to attend appointments three or more times a week, or 10 or more times a month, and where it would be detrimental to their treatment plan if they did not attend their appointment. In these cases the Clinical Commissioning Group (CCG) can use its discretionary powers to assist with the funding of transport. This will normally be in accordance with the current individual Hospital's local policies and may include a minimal charge to the patient as a contribution to the discretionary assistance cost.

Ability to Pay for Transport

Some people with low incomes travelling to hospital and to some other facilities, but who do not qualify for free PTS, are able to get their travel costs refunded. Refunds, usually the price of the

return bus fare, can be claimed through the Healthcare Travel Costs Scheme (HTCS).

A patient receiving specific benefits who attends an NHS appointment at a GP surgery, a community-based health centre, a hospital or other premises for non-primary care services, is entitled to claim reimbursement of their NHS travel expenses. Also a patient is entitled to reimbursement of their travel costs, if they attend A&E to seek treatment for a condition for which they have already received treatment, and/or get further advice, from a consultant, at the hospital.

In exceptional circumstances advance payment can be made to assist patients to attend urgent appointments. Wherever possible, arrangements will be made, by service providers, to make payment direct to the provider of transport. Cash is not normally provided direct to patients.

HTCS payments are not normally made to help visitors seeing patients in hospital, but if the visitor receives one of the qualifying benefits, they may be able to receive financial assistance in the form of a Social Fund Loan. Some local authorities also have limited help for emergency travel costs through Local Welfare Funds.

Policies and Practice

There are examples in some parts of England of the National Health Service contributing towards the cost of supporting bus services that enable patients and visitors to get to hospitals. This has happened in Swindon, and also in Tunbridge Wells. In connection with the latter, the Maidstone and Tunbridge Wells NHS Trust announced that it would invest around £400k per year over five years (from October 2011), working with Kent County Council to improve bus links with the new hospital from Maidstone, Tunbridge Wells and Tonbridge. This funding was largely to comply with a planning condition imposed by Tunbridge Wells Borough Council to improve bus services when the new hospital opened.

Although some NHS hospitals fund their own transport for patients and visitors such as shuttle buses and 'hopper' services, there remain very few examples of joint working between local government and the NHS to support bus services that would not otherwise be commercially viable.

5.6 Equalities

The Equality Act 2010 requires the Council to have "due regard" to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it. Protected characteristics defined in the Act include age, disability, race, religion or belief, and sexual orientation. The Council also routinely considers the following when planning changes: carers, literacy/numeracy skills, part time workers and rurality.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

To comply with this duty, we have to consider these three requirements alongside other relevant factors such as budgetary, economic and practical factors. For example any proposal in relation to buses which, if implemented, would have particularly negative or widespread effects on (say) women, or the elderly would require officers and members to give considerable regard to the equalities aims. This is done through an Equalities Impact Assessment or EqIA.

The duty is not, however, to achieve the three equality aims, but to consider them – the duty does not stop tough decisions sometimes having to be made. The decision maker can take into account other factors that may objectively justify taking a decision which has negative impact on equalities (for instance, cost factors).

Our EqIAs have to be evidence based, and include full assessments of the practical impact of decisions on equalities, together with measures to avoid or mitigate negative impacts.

6. Issues and challenges

6.1 Introduction

The analysis in previous chapters demonstrates how our supported bus network has met and continues to meet the vast majority of the needs of residents for a number of journey purposes. The current provision of supported bus services is enabled by the Local Transport Plan 2011 - 2026 and specifically the Bus Strategy, which sets out the hierarchy of needs to be met.

Since bus deregulation in 1986 we have met our Transport Act 1985 duties by assessing both historical and future travel needs, and by then seeking to develop tendered bus services and community transport provision to meet the needs and demands of individuals and communities. This has unsurprisingly changed over time, but the position is that the level of current supported services could be judged to be broadly meeting the core needs of communities in East Sussex. There of course may be greater demand for more frequent services or routes to different destinations, but in terms of meeting the basic needs as identified in the LTP hierarchy the current mix of services is at an appropriate level.

In the current economic climate, given the demands on our finances, it is not reasonable to expect supported bus services to be extended geographically or in terms of their timing and frequency. In fact we have to look at options for making savings, and promoting value for money and one option of these is to reduce expenditure on supported bus services.

The ability to meet needs is always potentially constrained by the availability of funding; changes in funding can require a review of how needs are met and the development of alternative solutions that meet needs more cost effectively. In this chapter, a gap analysis is undertaken to show the quantum of users potentially affected by alterations in services.

6.2 Potential Gaps and Solutions

Table 6.1 below contains estimates of numbers currently using supported bus services and the possible impact of any service reductions.

Purpose... need to access	Number	Impact Of Service Changes
School or College	2,100-2,300 children each school day Term time only – 190 days pa	<ul style="list-style-type: none"> • More closed door coaches would be needed for those using supported buses and entitled to free Home To School transport (HTS), probably at higher unit costs. • These children would not benefit from being able to use Freedom Tickets they currently receive. • Where commercial services cater for part of the school service demand, these could become overloaded and the operator may choose not to provide the current commercial service. • Probable increase in dependence on car for those not entitled to free HTS transport, although there could be some increased cycling to school where this is safe. • Increased traffic levels at school run times, including congestion in vicinity of schools (secondary schools in particular).
Place of Work	650 - 750 daily	<ul style="list-style-type: none"> • Probable increase in dependence on car for those with access to one. • For some could lead to having to find alternative arrangements, or, in the extreme, having to stop work. • Particular problems likely for young adults and any adults with Learning Difficulties who currently rely on a supported bus to get to work or for volunteering. • Increase in car sharing.
Healthcare Facility, Hospital, or	350-400? daily	<ul style="list-style-type: none"> • More appointments being organised on days and at times when the bus service is running. • More use of cars including volunteer systems to get to

Social Care Facility		<p>healthcare appointments.</p> <ul style="list-style-type: none"> • BUT some opportunities to cut travel through offering more 'telecare' services.
Shops, Banks, Hairdressers and Libraries	2,500-3,000? daily	<ul style="list-style-type: none"> • More travel being organised when buses are available. • More use of cars for those with this option. • Increase in car sharing. • Possible negative impacts on some services – for example libraries if customers find it more difficult to travel. • Less travel .- • BUT use of internet and mobile services reduce the need to travel for many services
Family/Friends, Leisure and Recreation Facilities	700-750? daily	<ul style="list-style-type: none"> • More travel being organised when buses are available. • More use of cars for those with this option. • Less travel.
Total	6,300 – 7,200 daily	

Table 6.1: Summary of Supported Bus Service Use by Need

6.3 Adapting to Change

The assessment of how services shaped by a new Strategy for Bus Services may be delivered in the future is based on extrapolating from existing service patterns and a detailed knowledge of current needs, use and demands. While there will be issues and challenges in developing a new Supported Bus Network to meet the core needs of East Sussex residents, communities and stakeholders, we believe that it is possible to develop a sustainable integrated bus network, building on a commercial bus network and well directed funding of services by the Council.

Some people have already had to meet all their travel needs through options other than a bus, because they do not have a bus service at all. Others have had to recognise that they can only meet certain of their travel needs using the bus service currently available. In future these people may have to consider how best to adapt to possible changes in supported bus services, by changing their travel times, or by finding other ways of meeting their travel needs.

- Many of those who use a supported bus for shopping, commerce or for leisure purposes, might either find an alternative way of travelling, or adapt their travel times to fit with a reduced service. Travel for some of these specific purposes could be directly affected by changes in technology and retail arrangements. For example many people, and in particular many older people, already rely on a lift with a friend or neighbour to do their weekly or fortnightly 'supermarket' shop because they cannot carry all their shopping on the bus. These people currently tend to use buses for 'top-up' shopping. In future they may increasingly use the internet to place orders that will be delivered by the shop. Also the increase in on-line banking makes it less likely in future that people will need to visit their bank, although many will still need to get to a cash-point facility.
- Some of those who use a supported bus for health or social care might seek to adjust appointment times to fit with new reduced services or, if this isn't possible, find other ways to travel. Those in the care of the County Council would have to be offered other transport to be provided by us.
- Children, who form the majority of users of supported bus services, might need to find other ways of getting to school. The County Council has a statutory duty to provide transport for those who are entitled to free home to school transport, and would have to commission an alternative service for these children if the supported bus service were insufficient to transport them.
- The group that would potentially fare worst from a reduction in supported services are those who use a supported bus to get to work. Some of these are likely to have difficulty finding a cost-effective alternative to the bus, and few will have the option of adjusting their working hours to fit with a reduced bus service

7. Reformulated Supported Bus Network

7.1 Introduction

In this section we assess the impact of the proposed reformulated supported bus network on the residents and communities of East Sussex. We consider both the direct implications for passenger numbers, trip making and subsidy levels and also the indirect effects on the local economy and environment. The analysis sets out how the amended proposed network has been developed from the original draft network and the effect of decisions by commercial bus operators to take on a number of services that were previously supported.

By way of context, we also reviewed alternative models for service delivery or funding and summarise actions by other local transport authorities to respond to recent and current budgetary pressures.

7.2 Daily Passenger Numbers

The impact of the amended proposed reformulated supported bus network on daily passenger numbers has been estimated, using the County Council's passenger data records at April 2014. Estimated future figures have then been calculated using demand elasticity factors that describe the relationship between service level and bus use. The standard bus industry factor is 0.4 which means that for every 10% change in service level, there is a corresponding 4% change in passenger use. This standard factor has been used for off-peak travel by fare-paying passengers using services that are currently hourly or better.

However, peak commuting demand, bus use by concession card holders and bus use on low frequency services are less responsive to changes in service level due to the limited alternatives available. Therefore a factor of 0.2 has been used for these groups. The results are shown below.

	Daily Passenger Numbers	%
Current	7,565	100
Estimated Future	7,074	93
Change	491	7

The analysis shows that 93% of current bus users can be expected to continue to use buses in the reformulated supported bus network.

With the take up of services commercially by operators, circa 600,000 trips per year currently made on the supported network will transfer to the commercial sector. This means that across the county, 85% of all local bus trips will be made on commercial services.

7.3 Local Economic Impact

The supported bus network contributes to the economy of East Sussex in three ways:

- the value of goods and services made by people who use the bus to access employment
- the spend by people who use the bus for shopping or leisure
- the income gained by bus operators being recycled as staff wages and purchases from local suppliers

Employment

Research by the University of Leeds shows that, on average across Great Britain, a worker who commutes by bus contributes £18,000 in gross value added (GVA) to the economy. The GVA calculation is based on the wages paid to workers plus the profit earned by their employer. Average wage rates across East Sussex are approximately 97% of the national average which gives an average GVA figure of £17,400 per bus commuter in East Sussex.

Surveys of supported bus network passengers show 9% of trips on the network are for commuting purposes. These passengers are primarily using services within or into the 15 main key centres in East Sussex, as well as the four centres in Kent and West Sussex which are

accessible by supported services. Using the University of Leeds methodology suggests that the total value added to the East Sussex economy by commuters on the supported bus network is £5.9 million per year.

The strategic commissioning strategy places access to employment as a high priority and the reformulated supported bus network has been designed to maintain this. As a consequence the impact on employment, and consequently the value of goods and services made is expected to be minimal.

Shopping and Leisure

It is estimated that 4,300 people use the supported bus network on an average day for shopping and leisure purposes. Research by the University of Leeds and the Confederation of Passenger Transport shows that the average spend nationally on such trips is £30. Applying this to East Sussex suggests that £19.6 million is generated for the local economy by users of the supported bus network.

We estimate that 216 shopping trips will be lost per day as a result of implementing the proposed network, with a gross loss to the economy of £990k. However, a proportion of this spend will be transferred to other trips: i.e. some people will travel less often and spend more on each continued trip; others will use their car or get a lift to make the trip; and others may use online shopping services with home delivery.

Across East Sussex, 78% of households have access to a car and while in some cases it will be unavailable if used, for example, on the daily commute, in other cases particularly those who have retired, the car may be a realistic alternative.

The overall spend is therefore likely to be largely maintained, other than a possible reduction in spending on refreshments, typically around £5 per trip. Using this figure would suggest that the revised network would lead to losses to the economy of £165k per year across the whole county.

The table below shows services where it is forecast that there will be a reduction in shopping trips:

Service	Daily Shopping Trips		
	Current	Future	Lost
7	75	62	12
27	40	34	7
29	27	23	5
95	124	95	28
97	31	23	7
121	39	37	2
123	156	131	25
125	102	85	17
126	47	39	8
127	159	125	34
128-129	149	141	8
145	107	95	12
166	25	19	5
224	38	35	3
226	41	34	7
229	9	8	1
248-249	22	20	2
256	10	9	1
261	22	20	3
312	66	62	4
317	13	11	2
318	70	59	11
342	20	18	2
344	85	82	3
347	72	65	7
355	1	0	0
Total			216

Bus Operators

The reduction in supported bus services budget of £1.3 plus lost passenger fares income of £100k will impact directly on bus operators. Spending on vehicles, fuel and insurance typically accounts for 53% of bus operating costs and largely flows to national (and international) suppliers, therefore avoiding a significant impact on the local economy. The remaining 47%, which equates to £740k, is largely spent on staff wages and this sum would be lost to the local economy.

7.4 Impact on Medical Trips

Our best estimate is that around 400 people use a supported bus service each day to get to a health or medical appointment. Following the revisions to the supported bus network, the great majority of these people (around 85%) will continue to be able to use a 5 or 6 day a week service with a two hourly or better frequency.

We estimate that around 25 medical trips a day could be compromised by the change of network. A small number of these are likely to be people who will continue to have access to a daily service, but who are not able to cope with the reduced service timetable, however most of these lost trips will be on services that will no longer operate daily. These include those people using dial-a-ride services to get to an appointment, and other users of public bus services that will in future operate two days week only.

It is currently unclear what can be done to help those using services to reach a medical appointment on the days the service is no longer operating. For these people, and more generally, a number of initiatives could be taken to lessen the impact of reduced transport. The first is for patients themselves to be clearer, when arranging appointments, about the days and times that they can attend. This applies in primary care, for dental appointments and in secondary care (through the 'Choose and Book' system). Routine, non-emergency appointments should increasingly be arranged to fit with patients' travel options; extending advice in primary care by phone would also obviate the need for some travel.

The tables below show the estimated trips that would be made on the amended proposed network for medical purposes and those that would potentially be lost.

Services operating 2-hourly or better	
Service	Estimated Medical Trips
1	4
7	1
23	11
27	2
29	0
51	3
55	16
95	34
97	5
98	3
119	49
121	7
123	16
125 (Lewes-Eastbourne)	8
127	26
128	12
143	2
145	10
228-229	28
312	5
326	15
340-341	50
344	22
347	0

Services operating less than 5 days per week	
Service	Estimated Medical Trips
40, 42	6
B67-79	8
125 (Lewes-Barcombe)	7
126 (Seaford-Alfriston)	3
166	2
224	4
226	0
246	2
248-249	5
256	2
261	9
317	0
318	4
355	0
824	0

Estimated Reduction in Medical Trips			
Service	Daily Medical Trips		
	Current	Future	Lost
7	2	1	1
95	41	34	7
121	8	7	1
123	18	16	2
125	17	15	2
126	6	5	1
127	31	26	5
128	13	12	1
145	12	10	2
166	3	2	1
248-249	6	5	1
355	1	0	1
Total			25

7.5 Subsidy Levels

The net cost of individual tenders has been calculated where acceptable submissions have been received. The net cost is the cost to the Council's CE&T budget after taking account of funding received from Children's Services for Freedom Tickets and other sources such as developer contributions and cross-boundary income. To provide a measure of value for money, this net cost has been divided by the estimated number of passengers who will use the service to give a net subsidy per passenger.

Of the 41 tenders reviewed, 16 have a subsidy under £1 per passenger; 15 have a subsidy between £1 and £2; there are six between £2 and £3; and just four in excess of £3. Three of these are dial-a-ride services, reflecting the inevitably low utilisation associated with this type of service, and the fourth is the Newhaven to Saltdean school service.

The average subsidy per passenger is estimated to be £0.59, compared to the current figure of £0.81. The table below shows the figures for each service where an acceptable tender submission has been received.

EAST SUSSEX COUNTY COUNCIL
REFORMULATED SUPPORTED BUS NETWORK
SUBSIDY per PASSENGER

Service	Route	Payment to Operator	ENCTS retained by ESCC	Freedom Tickets	Other Revenue	Net Subsidy	Estimated Passengers	Subsidy/ Passenger
421	Newick-Lewes	£32,175	£0	£5,548	£0	£26,627	5,510	£4.83
154	Eastbourne and Polegate Dial a Ride	£22,172	£0	£0	£0	£22,172	4,653	£4.76
152	Lewes Dial a Ride	£14,782	£0	£0	£0	£14,782	4,017	£3.68
494	Tideway School-Saltdean (pm)	£19,976	£83	£462	£0	£19,431	5,700	£3.41
23b	Hastings-Hollington-Conquest Hospital	£15,999	£0	£0	£0	£15,999	5,757	£2.78
824	Lewes-East Grinstead	£75,374	£4,158	£10,792	£5,255	£55,170	23,094	£2.39
349	Hastings-Bodiam-Hawkhurst	£12,991	£777	£0	£0	£12,214	5,130	£2.38
246-249, 262	Uckfield Area	£20,683	£0	£0	£0	£20,683	9,088	£2.28
461	Peasmarsh-Bexhill College	£23,940	£0	£6,913	£0	£17,027	7,600	£2.24
261	East Grinstead-Uckfield	£72,592	£7,150	£6,785	£4,008	£54,650	24,538	£2.23
411	Pett-Rye	£30,400	£0	£15,778	£0	£14,622	7,600	£1.92
166	Lewes-Haywards Heath	£75,374	£4,900	£1,677	£3,662	£65,136	36,187	£1.80
426	Argos Hill-Crowborough	£34,200	£0	£18,916	£0	£15,284	9,690	£1.58
151	Seaford Dial a Ride	£14,782	£0	£0	£4,428	£10,354	7,039	£1.47
54	Uckfield Local	£16,510	£368	£0	£0	£16,142	11,285	£1.43
460	Etchingham-Bexhill College	£23,940	£0	£10,485	£0	£13,455	9,500	£1.42
305	Hastings-Robertsbridge-Hawkhurst	£36,422	£15,709	£0	£4,104	£16,610	11,741	£1.41
72, 75, 76	Hastings-Helenswood School	£66,188	£268	£13,285	£0	£52,634	39,900	£1.32
129, 423	Malling-Lewes-Winterbourne	£86,996	£9,438	£8,506	£0	£69,052	52,616	£1.31
40, 42	Berwick-Seaford/Hailsham	£11,700	£0	£0	£0	£11,700	9,060	£1.29
455	Netherfield-Claverham College	£29,260	£0	£16,963	£0	£12,297	9,880	£1.24
71	Silverhill-William Parker School	£17,160	£430	£0	£0	£16,730	14,440	£1.16
355	Heathfield-Battle	£11,018	£1,873	£0	£0	£9,145	7,895	£1.16
224	Crowborough-Wadhurst	£11,105	£0	£0	£4,500	£6,605	6,066	£1.09
456	Hooe-Claverham College	£34,200	£0	£22,325	£0	£11,875	11,590	£1.02
483	Peasmarsh-Robertsbridge CC	£34,390	£0	£19,875	£0	£14,516	14,820	£0.98
74	Hastings-Helenswood School	£22,063	£44	£5,547	£0	£16,471	20,900	£0.79
55	Eastbourne-Beachlands	£35,711	£0	£12	£10,402	£25,297	37,444	£0.68
484	St Leonards-Robertsbridge CC	£20,190	£129	£8,148	£0	£11,912	17,860	£0.67
457-458	Ore-St Richards College	£33,393	£437	£12,820	£0	£20,136	34,580	£0.58
317	Heathfield Local	£3,118	£2,139	£0	£0	£979	1,889	£0.52
442, 482	Westfield School/Robertsbridge CC	£28,310	£0	£20,157	£0	£8,153	19,000	£0.43
7, 27, 29, 347	Hastings Area	£92,415	£75,259	£13,456	£0	£3,700	57,233	£0.06
226	Crowborough Local	£13,427	£10,065	£0	£0	£3,362	12,029	£0.28
145, 493	Newhaven Local	£41,548	£33,746	£0	£0	£7,802	38,792	£0.20
453	Burwash-Uplands CC	£36,075	£3	£32,477	£0	£3,595	25,460	£0.14
119-120, 492	Seaford Local	£79,560	£61,557	£9,534	£0	£8,469	78,327	£0.11
318	Heathfield-Burwash-Hurst Green	£8,038	£5,969	£0	£0	£2,069	45,816	£0.05
228-229	Crowborough Local	£33,687	£565	£0	£33,045	£77	4,648	£0.02
1, 51	Eastbourne-Roebeck Park	£141,239	£0	£0	£141,239	£0	51,850	£0.00
418	Hurst Green-Heathfield CC	£30,368	£0	£33,509	£0	£-3,141	7,600	£-0.41
Average						£723,792	1,224,695	£0.59

	Total
16	< £1.00
15	£1.01 - £2.00
6	£2.01 - £3.00
4	> £3.00
41	

7.6 Environmental Impact

A reduction in bus services has the potential to change the amount of emissions to air, notably particulates and nitrogen dioxide (which impact on health) and carbon dioxide (which impacts on climate change). For instance, if it's assumed that everyone who would have travelled on a bus service that is discontinued was to complete their journey using a private vehicle instead then there may be a change in emissions to air. The effect on local air quality could be either:

- 1) beneficial, because total emissions from the private cars that replace the bus service might be lower than the emissions from the bus service (eg. if the level of bus patronage is low and, therefore, the total number of people who transfer to private cars is low); or

- 2) detrimental, because total emissions from the private cars that replace the bus service might be higher than the emissions from the bus service (eg. if the level of bus patronage is high).

The key question is whether any change is significant, which is usually determined by estimating the magnitude of the change, both in terms of the absolute and relative change in air quality, how many people this change affects, the duration of the change, its frequency and whether it's reversible. The change can then be assessed against existing guidance, and professional judgement applied by an air quality specialist to conclude whether the change is likely to be significant or not.

There are a number of factors that would make such an assessment complex. For instance, emissions from buses and private vehicles vary widely, depending on factors such as the type and age of the vehicles and how they're driven. Therefore, a simpler way to determine whether a change may be significant is to look at examples of the effect of transport schemes on air quality elsewhere. For example, it's estimated that the Bexhill to Hastings Link Road will divert approximately one third of vehicles from the A259 Bexhill Road, which is currently covered by an Air Quality Management Area. The modelling carried out by independent consultants⁹ concluded that this large decrease in traffic volume would lead to only a very small reduction in the annual mean concentration of particulate matter, of less than 1 µg/m³.

A number of different organisations have developed guidance on how to assess the significance of changes to air quality (eg. the Institute of Air Quality Management; Environment Protection UK; the Highways Agency). The approach that has probably been most widely used to date has been to determine that a change below 1% of the relevant air quality threshold is considered "imperceptible". To trigger more than a 1% change requires a significant change in traffic volumes.

Consequently, it's reasonable to conclude from the above that, even replacing all discontinued bus services with private car journeys, it's highly unlikely that there will be a significant effect on local air quality, because the magnitude of change will be imperceptible.

7.7 Analysis of Alternative Models

In pursuing the Commissioning Strategy consideration has been given to alternative models of service delivery and funding mechanisms. These alternative models are informed by the challenges on a national level to deliver local public transport networks within tighter fiscal restrictions.

Consideration has been given to options for alternative models of service delivery and funding from other sources. Some of these have been informed by our discussions with other local authorities who are facing similar challenges in developing their future supported bus networks. Each of these alternative models is discussed below:

'Innovative' Solutions

Community Transport Sector

Community transport is non-profit making transport provision. In East Sussex, these range from local car lift schemes intended to meet a particular need, such as access to a doctors surgery, to minibus dial a ride and local bus services. Some rely exclusively on volunteers, whilst others employ paid staff.

Community transport providers have consistently raised concerns that they should not be viewed as being capable of significant expansion. The providers are often reliant on the efforts of key individuals and the sector struggles for volunteers to maintain services. Those who use paid drivers are fighting to keep their costs under control and may offer no financial savings compared with conventional transport.

⁹ See: http://www.hastings.gov.uk/using_this_site/find_faster/search/?q=air+quality+management+hastings

Dial a Ride Services

Dial a ride services offer transport within a defined geographical area between specified times. The service users pre-book their journeys with the service provider, who may be a community transport provider or subsidised taxi/private hire operator. This can also take the form of a formal taxi-share scheme. The transport journey will only run if there is a booking. Such schemes have the advantage that they can potentially satisfy service users' needs within a wide geographical area.

Apart from the administration of bookings, the main barrier to cost-effective dial a ride services is it is not efficient for vehicles to carry a few passengers at a time. It is therefore necessary to regiment the journey opportunities offered to potential service users, so that the provider can operate with good vehicle loadings.

Taxi Schemes

As well as dial a ride/taxi share schemes mentioned above, some authorities offer subsidised taxi vouchers. These are more typically offered in lieu of a concessionary bus pass, where authorities have chosen to allow those who qualify for bus passes to voluntarily give up their entitlement in exchange for the taxi vouchers. A few authorities have a taxi voucher scheme within a geographical area which otherwise has little or no alternative public transport provision. The advantage for service users is that the vouchers make it more affordable to use taxis.

The main concern for a cost stand-point is that service user take-up of a taxi voucher scheme is likely to be very high as 'free' taxi travel would be highly valued by a larger section of the local community.

Supermarket Buses

Some supermarkets fund their own free bus services to attract additional custom. These are usually to out of town locations from communities where there are no direct bus services to the particular store. These bus services are planned to provide optimum shopping time at the supermarket.

Engaging with the supermarkets to influence their bus service provision would crucially change the nature of these services. Local authorities have consistently resisted suggestions by certain supermarkets to turn these into conventional local bus services. To do so would enable the supermarket to claim concessionary fares reimbursement from the local authority for journeys undertaken by eligible pass-holders. The additional concern is that the supermarket stores often provide only a single destination shopping opportunity and therefore do not satisfy other travel needs.

Use of Vehicles of a more appropriate size

A very frequent suggestion is that bus services would be more viable if smaller vehicles were used. The size of the vehicle provided by operators is determined by the peak number of passengers they expect to carry, which will often be at school times. Apart from community transport arrangements run by volunteers, by far the biggest cost for any transport provider is the driver cost. Therefore it is rare for it to be cost-effective for a larger vehicle to be replaced by a smaller one at off-peak periods.

Advertising and Promotion of Bus Services

With reduced funding it is usual to cut back on advertising and promotion, rather than reduce transport service provision. The larger commercial public transport providers have tended to increase their promotional budgets with apparent good effect.

For the majority of local authority funded bus services it is the operator who will benefit financially from any increase in fare paying passengers. There is therefore an expectation that they will promote the services.

However, the demand for many supported public transport services would be described as 'inelastic'. This means take-up of the service is unlikely to change significantly as a result of other factors, including price.

Increased Charges to Service Users

The level of fare charged may be a determining factor for how often a service user travels, or whether they can afford to do so. A significant proportion of supported bus service users are young people paying discounted fares. Commercial bus operators also usually offer discounted fares in East Sussex, though less so in Kent and West Sussex where the local authorities have addressed this through introducing concessionary fares schemes for young people. Increasing fares would however reduce the cost of providing supported bus services.

Development Contributions

New commercial and residential developments require the local authority to consider their transport impact. The County Council will seek to mitigate these impacts in terms of the location, scale and design of the developments. Where appropriate, the County Council will consult with commercial transport providers. This is so to recommend measures to try and ensure the detailed design is likely to offer public transport providers the ability to serve the development on a commercial basis once established and fully occupied. In particular, best public transport practice estate design can be critical in ensuring a commercial bus service.

Development contributions may be necessary to improve the public transport infrastructure, eg bus stop provision, and to kick-start a new or enhanced bus service over the early years of the development.

Commercialisation of the Bus Network

Commercial bus operators will only run services where it is financially viable for them to do so. Commercial services, as would be expected, will be concentrated to areas of higher population and greater passenger flows. Commercial bus operators are concerned with satisfying demand, which they have often done so by improving service frequencies to make them more attractive and thereby generated more use.

A recurring theme of strong commercial services is that they are frequent and fast. Most service users who are able to do so will walk further to access a more frequent service. In these instances this leaves the local authority with the burden of potentially catering for the fewer number of residents who still have a need and are unable to access the more distant service.

Bus services with higher numbers of service users travelling on discounted tickets (young people) or for free (concessionary pass holders) are unlikely to be commercially viable. Greater commercialisation of services can be encouraged through bus priority measures and highways policies. Bus services have already improved substantially between Eastbourne and Brighton as a result of the A259 bus lane.

In Hastings the bus operator is a firm supporter of parking controls which both encourage bus use and maintained traffic flows. The local authorities are building on their partnership working with the bus companies by expanding the Hastings Quality Bus Partnership (QBP) to Bexhill, and establishing another QBP in Eastbourne.

Quality Bus Contracts

The Transport Act 2008 allows a Local Transport Authority (LTA) such as East Sussex County Council to pursue a Quality Contract Scheme (QCS). Quality Contract Schemes, as a method of regulating bus services within a Local Transport Authority's area, is untried. Tyne and Wear's Integrated Passenger Transport Authority ('Nexus') is pursuing a QCS, which would be the first in the country though similar to the way services are run in London.

Significant concerns have been raised about the potential outcome of providing bus services through a QCS, particularly in relation to long term benefits to bus passengers and the future financial liability falling on the Local Transport Authority (LTA).

The perceived benefit for the LTA is they can take control of service planning and fare revenue. The bus companies would be paid a fee for providing a specified service but would not be permitted to provide other local bus services within the area of the QCS. Nexus's argument is they will be able to invest more of the profits the bus companies currently make in Tyne and Wear. It says it will help to improve local services and avoid cuts that may otherwise have to be implemented from 2015.

The big bus operators strongly oppose QCS initiatives. In the case of Stagecoach they have said they will withdraw its buses from Tyne and Wear and shut its depots if they are implemented. Stagecoach claims that the QCS will cost millions of pounds to implement and there could be significant deficits to be plugged from public funds in future years.

A comparison is sometimes made with the way bus services are regulated in London. The challenges facing London are unique compared to the rest of the country. What is worth noting, however, is that Transport for London's net cost for subsidising bus services will be around £380 million for the current financial year. This net figure takes into account income and goes some way to illustrate the cost to the public purse in providing a London-like regime.

Whatever the views and merits of a QCS, they will require a significant resource commitment to take forward. Bus services in East Sussex represent the challenge of multi million pound investments with the vast majority of costs recovered from service users, either directly from fares or indirectly by way of concessionary fares reimbursement. The even bigger concern for a LTA, such as ESCC, is they will also require the assurance of income streams over future years. Without this assurance then cost savings will inevitably be made resulting in a spiral of reduced services and higher fares which we wish to avoid.

Bus users are more likely to be concerned about the service they receive rather than the detail of whether it is provided by a QCS, commercial service or otherwise. This is something echoed in the National Federation of Bus Users consultation submission to Nexus. For the foreseeable future bus users will, in the main, be reliant on services provided on a commercial basis. In conclusion, pursuing a QCS has significant associated uncertainties and risks.

Other Potential Funding Sources

During the analysis phase of the commissioning cycle we have explored potential opportunities to secure additional funding for supported bus services, this included:

Central Government Funding Opportunities

Funding from Central Government to councils has decreased by 27%, in real terms, since 2010/11 (source Department of Communities and Local Government 'Local Government Finance Settlement 2013/14'). The Transport Select Committee, in August 2011, concluded that reductions in local authority budgets, combined with other changes such as BSOG and concessionary fares, would lead to local authorities withdrawing subsidised bus services. The County Council is left to fund a significant gap in funding its statutory responsibilities in relation to the older peoples and disabled persons concessionary fares scheme. The funding gap in 2011 was £1.16m and has grown since.

Bidding opportunities for short term funding from Central Government have arisen and the authority has competed for these when the criteria has provided a reasonable opportunity for a successful bid conclusion.

Local Sustainable Transport Fund (LSTF) 2012-15

In 2012 ESCC were successful in securing £3.7m to deliver a package of infrastructure improvements and complementary sustainable travel behaviour projects aimed at enabling

the use of more sustainable travel in Lewes, Newhaven and Eastbourne between 2012 and 2015. These include – Real Time Passenger Information (RTPI) for bus services, Walking & Cycling Infrastructure, Sustrans Bike It, Wheels 2 Work and social marketing projects. RTPI has been allocated £1,027,820 of revenue and capital funding from LSTF.

Local Growth Funding

Through the South East Local Enterprise Partnership (SELEP) and the application to Government for Local Growth Funding following the submission of SELEP's Strategic Economic Plan: ESCC has been successful in securing the following funding that will deliver public transport Infrastructure improvements during the next 6 years:-

- Hailsham/Polegate/Eastbourne Sustainable Transport Corridor – this will provide bus priority measures that enable an express bus service along the Hailsham – Polegate – Eastbourne corridor – funding allocation £2m – equates to £0.25m in 2015/16 & £1.75m in 2017/18
- Eastbourne Town Centre LSTF access improvement package – public realm improvements in Terminus Road and enhancements to bus/rail integration £6m – equates to £2m in 2018/19, £2m in 2019/20 and £2m in 2020/21

Local Sustainable Transport Fund (LSTF) 2015-16

ESCC has also recently been successful in securing £684k to continue with LSTF revenue projects, £179k will be used towards social marketing projects, which will include an element of public transport promotion and the promotion of infrastructure delivered during LSTF 2012-15.

Some Government bidding opportunities were not taken up for the following reasons:

Better Bus Area Fund

The Better Bus Area (BBA) Fund bidding opportunity was announced on 8 December 2011 with submissions required no later than 24 February 2012. The stated purpose of the fund was to increase bus patronage in busy urban areas, and the Department of Transport's aims of creating growth and cutting carbon. It was a competitive process which stated grants of up to £5 million would be provided to a minimum of 10 local authorities working in partnership with local bus operators for them to spend in 2012 to 2013. Apart from the very challenging timescales and the need to partner with a local bus operator, this bidding criteria did not match with the characteristics of East Sussex in terms of the public transport challenges facing a rural area.

Our decision was therefore to concentrate our limited bidding resources on successful applications for Local Sustainable Transport Funding. This decision appears to have been justified in the BBA funding awards announced in March 2012. Funding was awarded for 24 of the 50 applicants. Of the 24 awarded, 20 were for metropolitan/unitary authorities. The 4 exceptions were Hampshire (in partnership with Portsmouth and Southampton City Councils for improvements in South Hampshire, the largest urbanised area in southern England outside London), Norfolk (centred around new bus priority infrastructure for the city of Norwich), Leicestershire (new bus priority corridor into the city of Leicester) and Wiltshire (package of measures centred on Salisbury city and park and ride).

Most of these projects, according to the Department of Transport, also included substantial contributions from the local authorities and/or local bus operators. Furthermore, even if East Sussex had been awarded such funding, it would have had no direct impact on the savings requirements now being faced.

Green Bus Fund

The Green Bus fund is a Government bidding opportunity to support bus companies and local authorities in England to help them buy new low carbon buses. Again, it has required a willing bus operator partner for as part of the bidding criteria. Operators of bus services in East Sussex have been generally reluctant to participate due to the burden placed on them operationally with adopting this new technology. This said, ESCC did submit an

unsuccessful bid for funding, in partnership with a neighbouring authority and a bus operator, in 2014.

Pinch Point programme

The Highways Agency's Pinch Point Programme, an initiative set up in 2012, was designed to target locations on the Highways Agency Strategic Road Network (SRN) where there was congestion and the SRN was under particular stress and locations that were key to support economic growth. Both elements needed to be satisfied in order to be eligible for funding.

The programme had a number of specific requirements which scheme promoters had to adhere to if they wished their scheme to be considered for inclusion – all projects must be undertaken on the Highways Agency's network; schemes had to be deliverable in the period 2012/13 to 2014/15 and the cost was within an indicative ceiling of £10m for any single scheme.

In April 2012, the County Council via the South East Local Enterprise Partnership put forward the following two schemes:

- Junctions on the A22/A27 north of Polegate/Eastbourne
- Baldslow (A28/A21 and A21/Junction Road/The Ridge), Hastings

Whilst we were unsuccessful in securing PPP funding, these schemes have subsequently secured funding through the LEP's Local Growth Deal.

Government Grants are just one source of funding and we are also investing in public transport infrastructure using a blend of funding sources. For instance, use of Section 106 contributions from developers has funded bus infrastructure improvements on the A259 at Peacehaven and the complementary measures in Bexhill-Hastings are funded through the Council's Local Transport Plan.

Discretionary Spending by District, Borough, Town and Parish Councils

There are some limited examples in East Sussex of clusters of parish and town councils using their precept powers to help finance community transport services, but district and borough councils in East Sussex do not contribute to local transport services to the extent that is seen in many other parts of the south east. For example in West Sussex, districts contribute about 5%, and in Surrey and Hampshire in the latest year they contributed 15% and 23% respectively of the total bus operator support.

Hastings Borough Council provides additional grant funding to the Hastings dial a ride service. The other district and borough councils in East Sussex do not contribute funding to local transport services. There is some scope for Parish or Town Councils, should their local situations allow, to cluster and provide contributions to maintain bus service provision.

Use of Parking Charge Surpluses

Section 55 of the Road Traffic Regulation Act (RTRA) 1984 suggests that the County Council is permitted to use any surplus from on-street parking schemes to support 'public passenger transport services throughout East Sussex. Although this represents a potential funding stream for the supported bus network it is not a guaranteed income stream.

Contributions from Schools and Colleges

Schools and colleges can choose to subsidise or fund transport services to attract pupils from a wider area, and, by doing this, the schools and colleges can attract additional pupil premium payments. Some schools in East Sussex are looking to fund additional transport services where there is a demand from areas not already provided for. So far schools have been very resistant to contributing to the costs incurred by the local authority for existing bus service provision.

Support from the Health Sector

The change in NHS commissioning arrangements, and the replacement of Primary Care Trusts (PCTs) by five Clinical Commissioning Groups (CCGs), may provide a new opportunity in East Sussex for more imaginative support of bus services – particularly any supported bus services that are known to carry passengers to hospitals or community health facilities. However, analysis of the proposed network shows only a relatively small number of medically related journeys which will not be provided for.

7.8 Comparison of the Draft and Amended Proposed Supported Bus Networks

The amended proposed network is broadly similar to the draft but the impact on some service users has been reduced. Highlights include two services, 341 (Hastings-Tenterden) and 344 (Hastings-Rye), which were proposed to change to 2 hourly frequencies and will be provided commercially by Stagecoach hourly on Mondays to Saturdays. Stagecoach has confirmed they will also take on most of the current evening and Sunday Hastings bus network if the decision is taken to withdraw funding support. Rye Community Transport will continue the Rye area service 326 without funding from the ESCC on 6 days a week.

Compass Travel has registered three services commercially, the 125 (Lewes-Alfriston), 126 (Alfriston-Eastbourne) and 143 (Lewes-Eastbourne) with the outcome that these will continue at their current Monday to Saturday daytime frequencies rather than 2 days a week as proposed. In addition the same operator will take on Service 121 (Lewes-Newick) and 123 (Lewes-Newhaven) on a commercial basis to a 2 hourly frequency as proposed in the RSBN.

Service 261 (Uckfield-East Grinstead) can be retained on Mondays to Fridays, rather than reducing to 2 days a week off-peak, if a contract is awarded based on an operator's cost-effective tender submission. Services 248 and 249 in the Uckfield area would be provided on 3 days a week within the price of the tender submission received for these proposed 2 days a week services. Dial a Ride arrangements could be funded on least 3 days a week where this is currently the case. In Hastings and Rye the respective Community Transport providers have agreed to continue the current level of service provision.

The draft network reflected the draft strategy for the Council's vision and priorities to ensure an integrated bus network in East Sussex. These draft priorities do not include providing funding for non-eligible children to travel to a school that is not their nearest available school. Ringmer College, Heathfield College and Uplands Community College in Wadhurst, have long established school bus routes from outside the community areas of their schools which the draft proposal replaced with a 'closed door arrangement' with the aim of removing their provision in future years.

The amended proposed network is to provide for the continuation of these existing services as savings will be made through bus operators agreeing to take most of them over on a commercial basis. Maintaining the Heathfield services 267/28/269 as an open door arrangement would however lead to an estimated on-going cost of £11,000 per annum. This cost assumes the current contract prices and fares for the estimated 71 children affected (figure as at October 2014) increasing to a maximum of £16 per week. Single and day return tickets would continue to be provided. Maintaining these *existing* services as open door arrangements would help to address concerns raised by the schools affected.

7.9 Impact of Commercialisation

Of the 101 supported bus services that operate today, the draft network would have retained a service on 86 of them, with support withdrawn from 13 evening and Sunday services that do not meet the strategic priorities set out in the draft Strategic Commissioning Strategy and from 2 services with a high per passenger subsidy.

As a result of decisions by operators to take on a number of services commercially, 90 of the current 101 supported bus services will continue to have a service and the number of services in the supported bus network will be 67. The table below lists the services that operators will take on commercially (position as at 1 December 2014).

Ser.	Route	Commercialisation	Operator
20-22	Ore-Hollington	Evenings & Sundays	Stagecoach in Hastings
26	Hastings-Conquest Hospital	Evenings & Sundays	Stagecoach in Hastings
28/29	Lewes-Tunbridge Wells	Evenings	Brighton & Hove Buses
95	Bexhill-Conquest Hospital	Peaks and schools	Renown Coaches
121	Lewes-Newick	Full service exc. 1 school bus	Compass Travel
123	Lewes-Newhaven	Full service exc. 1 school bus	Compass Travel
125	Barcombe-Lewes-Alfriston	Lewes-Alfriston section	Compass Travel
126	Seaford-Alfriston-Eastbourne	Alfriston-Eastbourne section	Compass Travel
127	Lewes-Landport Estate	Full service	Compass Travel
128	Lewes-Nevill Estate	Full service	Compass Travel
141/2	Eastbourne-Ringmer College	Full service	Renown Coaches
143	Lewes-Ringmer-Eastbourne	Full service	Compass Travel
253	Burwash - Uplands College	Full service	Hams Coaches
254	Tunbridge Wells – Uplands College	Full service	Hams Coaches
256	Tunbridge Wells – Uplands College	Full service	Hams Coaches
258	Kilndown – Uplands College	Full service	Hams Coaches
261	Uckfield – East Grinstead	Monday to Friday service	Compass Travel
320	Bexhill-Claverham College	Full service	Renown Coaches
326	Rye Local	Full service	Rye CT
340	Hastings-Tenterden	Full service	Stagecoach in Hastings
341	Hastings-Tenterden	Full service	Stagecoach in Hastings
344	Hastings-Rye-Northiam	Hastings-Rye section	Stagecoach in Hastings
345	Fairlight-Rye school service	Full service	Stagecoach in Hastings

As noted in section 7.2, the commercialisation means that circa 600,000 annual trips on the supported network will transfer to the commercial sector, increasing the proportion of all local bus trips that are made on commercial services in the county to 85%.

7.10 Comparative Review of Other Local Transport Authority Actions

Local transport authorities throughout England are facing budgetary pressures that impact on their ability to fund supported bus networks. The table below summarises the actions taken by a number of other shire and unitary transport authorities to address these pressures¹⁰.

Authority	Timescale	Budget Reduction	Impact
Cambridgeshire	2013	£1.2m (45%)	Bus services replaced by demand responsive minibuses
Cheshire East	2013-14	£0.8m (25%)	20 services replaced by demand responsive transport; 21 school buses cancelled
Darlington	2011-13	£0.4m (100%)	All funding withdrawn with limited replacement by community transport
Derbyshire	2011-14	£1.5m (29%)	Reduced frequencies
Dorset	2013-14	£0.8m (29%)	Reduced frequencies and some services replaced by dial-a-car
East Riding	2011-14	£0.5m (25%)	Reduced frequencies and 7 withdrawn
Essex	2011-14	£3.1m (29%)	Reduced frequencies
Gloucestershire	2011	£1.1m (24%)	Reduced frequencies
Hertfordshire	2011-14	£1.9m (30%)	Reduced frequencies and 2 withdrawn
Leicestershire	2012	£0.2m (40%)	Reduced frequencies and 2 withdrawn
Luton	2013	£0.4m (29%)	16 services and all faith school transport withdrawn
Milton Keynes	2011-14	£0.6M (27%)	Evening and Sundays largely withdrawn
Northamptonshire	2011-14	£0.5m (27%)	Partial conversion to demand responsive
Nottingham	2011-14	£0.9m (45%)	Some reduced frequencies
Nottinghamshire	2014-15	£1.8m (30%)	Target saving
Redcar & Cleveland	2012	£0.2m (33%)	Reduced frequencies
Shropshire	2013	£1.6m (50%)	Demand responsive network withdrawn; reduced concession scheme
Somerset	2012	£1.5m (48%)	6 weekday and all Saturday services withdrawn; reduced frequencies
Southampton	2013	£0.3m (58%)	Evening and Sundays withdrawn; reduced frequencies and concession scheme
Swindon	2011-14	£0.8m (76%)	Reduced frequencies and 4 withdrawn
Torbay	2011-14	£0.1m (46%)	Reduced frequencies
West Sussex	2011-14	£1.8m (38%)	31 changes including some commercialisation
Worcestershire	2012	£1.4m (32%)	6 withdrawn
	2014	£1.9m (63%)	13 withdrawn

¹⁰ Data largely based on research by Campaign for Better Transport:
<http://www.bettertransport.org.uk/campaigns/save-our-buses/bus-cuts/text#1>

8. Next Steps

Our vision is to ensure the integrated bus network in East Sussex is sustainable and meets the needs of our residents. This means that we will continue looking for partnership opportunities to develop and grow the commercial bus network that currently delivers bus services to around 80% of passengers in East Sussex.

At the same time, we will ensure that each of the bus services that operate with our financial support will be targeted towards one or more of the following four priorities:

- Priority 1 – Enable children eligible for statutory free home to school transport to travel to the nearest suitable school or college.
- Priority 2 – Enable residents to get to work at key centres during peak times.
- Priority 3 – Enable residents to access essential services during the day on a minimum of two days per week.
- Priority 4 – Enable children who are not eligible for statutory free home to school transport to travel to the nearest available school or college.

The development and provision of public transport services to meet the needs of the people of East Sussex is a high priority for us. It was important that we heard what bus users, community transport users, communities and key stakeholders who have an interest in public transport in the county had to say about the Strategy and the new supported bus network whilst they were being developed.

The following steps outline how this was achieved:

- In July, August and September 2014 we used a wide range of methods to ask members of the community for their views about our proposals for the Supported Bus Network. This included paper and online surveys.
- During October and November 2014 the Project Board and a cross Party Councillors Advisory Group reviewed what people told us. These views and other relevant information have been used to finalise the Strategy and/ the Supported Bus Network proposals.

In December 2014 the County Council's Cabinet will be asked to approve the final version of the Strategy and recommendations for the final Supported Bus Network. If these proposals are accepted this will increase the commercial bus network from 80% to 85%.

Any agreed changes to the Supported Bus Network will be made from April 2015 and onwards.

Annexe 1: List of Supported Services as at July 2014

Monday-Friday or Monday-Saturday Services: Hourly or Better Frequency		
<i>Route</i>	<i>Operator</i>	<i>Route Description</i>
7	Stagecoach	Hastings Town Centre - Ashford Way - Hastings Town Centre
24	Stagecoach	Hastings Town Centre - Church Road - St Leonards - Silverhill
27	Stagecoach	Hastings Town Centre - Priory Road - Hastings Town Centre
29	Stagecoach	Hastings Town Centre - Millward Road - Hastings Town Centre
55	Stagecoach	Beachlands - Pevensey Bay - Westham - Stone Cross - Langney <i>(the rest of the service is provided commercially by Stagecoach)</i>
119	Compass Travel	Seaford town centre - East Blatchington - Seaford town centre
121	Compass Travel	Lewes - Cooksbridge - Chailey - Newick (- Bluebell Railway <i>Saturdays</i>)
123	Compass Travel	Malling - Lewes - Rodmell - Newhaven - Peacehaven
127	Compass Travel	Lewes Landport Estate - Lewes Town Centre
128/129	Compass Travel	Lewes Nevill Estate - Lewes Town Centre
145	Compass Travel	Newhaven town centre - Gibbon Road - Sainsburys - Denton - South Heighton - Newhaven town centre
355	Compass Travel	Heathfield - Rushlake Green (- Brightling - Netherfield - Battle <i>Tuesdays and Thursdays</i>)
47	Compass Travel	Brighton - County Hospital - Marina - Rottingdean - East Saltdean <i>(also funded by Brighton & Hove City Council)</i>
54	Stagecoach	Uckfield - Manor Estate <i>(the rest of the service is provided commercially by Stagecoach)</i>
95	Renown	Little Common - Bexhill - Ninfield - Battle (- Hastings Conquest Hospital <i>Mondays-Fridays</i>)
228/229	Arriva	Crowborough Town Service
312	Stagecoach	Tenterden - Wittersham - Iden - Rye - Rye Harbour <i>(partly funded by Kent County Council)</i>
340-341	Stagecoach	Hastings - St Helens - Conquest Hospital - Westfield - Northiam - Tenterden <i>(partly funded by Kent County Council)</i>
344/312	Stagecoach	Hastings - Ore - Fairlight - Winchelsea - Rye - Northiam
347	Stagecoach	Hastings - Ore - Pett

Monday-Friday or Monday-Saturday Services: Less than Hourly		
<i>Route</i>	<i>Operator</i>	<i>Route Description</i>
23/23A	Stagecoach	Hastings Station - Hastings Town Centre - Elphinstone Road - Conquest Hospital - Hollington Tesco <i>(the rest of the route is provided commercially by Stagecoach)</i>
23B	Stagecoach	Hastings Town Centre - Church Road - St Leonards - Filsham Valley - Harley Shute - Hollington - Conquest Hospital
97	Renown	Bexhill - Ellerslie Lane - Hooe
125	Compass Travel	Barcombe - Cooksbridge - Lewes - Glynde - Firlie - Alfriston
126	Compass Travel	Seaford - Alfriston - Wilmington - Polegate - Willingdon - Eastbourne <i>(some weekday journeys are provided commercially by Cuckmere Buses)</i>
143	Compass Travel	Lewes - Ringmer - Laughton - Hailsham - Eastbourne
166	Compass Travel	Malling - Lewes - Plumpton - Wivelsfield - Princess Royal Hospital - Haywards Heath
226	North Wealden CT	Crowborough - Rotherfield - Town Row
248	CTLA	Uckfield - Buxted & Hadlow Down
249	CTLA	Uckfield - High Hurstwood - Crowborough
254/304	Autocar	Ticehurst - Wadhurst - Wadhurst Station (Wadhurst Rail Link) <i>(Stagecoach provide the weekday daytime service commercially)</i>
256	Autocar	Wadhurst - Lamberhurst - Bells-Yew-Green - Tunbridge Wells <i>(also funded by Kent County Council)</i>
261	Compass Travel	Uckfield - Maresfield - Nutley - Ashdown Forest - Forest Row - East Grinstead
305	Stagecoach	Hastings - Battle - Robertsbridge - Hawkhurst <i>(Stagecoach provide the weekday daytime service commercially)</i>
318	Compass Travel	Hurst Green - Etchingham - Burwash - Heathfield (- Blackboys - Framfield - Uckfield <i>Saturdays</i>)
326	Rye CT	Rye town service plus Udimore - Broad Oak & Playden - Houghton Green
342	Stagecoach	Hastings - St Leonards - Conquest Hospital - Westfield - Broad Oak - Udimore - Rye
824	Compass Travel	Lewes - Plumpton - Ditchling - Burgess Hill (Village Rider)

Saturday Services		
<i>Route</i>	<i>Operator</i>	<i>Route Description</i>
25	Cuckmere Buses	Lewes - Glynde - Firle - Alfriston
96	Renown	Little Common - Cooden Beach - Bexhill - Ridgewood Gardens <i>(provided commercially by Renown on weekdays)</i>
120	Compass Travel	Seaford town centre - Bishopstone - Seaford <i>(Cuckmere Buses provide the weekday service without funding)</i>
326	Stagecoach	Rye town service

Evening Services		
<i>Route</i>	<i>Operator</i>	<i>Route Description</i>
20/20A	Stagecoach	Harley Shute - Hollington - Silverhill - St Leonards - Hastings Town Centre - Ore (Down Farm) <i>(the Mondays to Saturdays daytime service is provided commercially by Stagecoach)</i>
21/21A	Stagecoach	Hollington - Silverhill - St Leonards - Hastings Town Centre - Malvern Way <i>(the Mondays to Saturdays daytime service is provided commercially by Stagecoach)</i>
22-22C	Stagecoach	Ore - Hastings Town Centre - St Leonards - Silverhill - Hollington - Harley Shute <i>(the Mondays to Saturdays daytime service is provided commercially by Stagecoach)</i>
28	Brighton & Hove	Uckfield - Ringmer - Lewes <i>(Brighton & Hove Buses provide the daytime service commercially)</i>
229	Arriva	Tunbridge Wells - Eridge - Crowborough - Jarvis Brook - Rotherfield <i>(also funded by Kent County Council)</i>
251/252	Stagecoach	Tunbridge Wells - Mayfield - Heathfield <i>(Stagecoach provide the daytime service commercially) (also funded by Kent County Council)</i>
349	Stagecoach	Hastings - St Leonards - Silverhill - Bodiam <i>(the weekday daytime service is provided commercially by Stagecoach)</i>

Sunday Services		
<i>Route</i>	<i>Operator</i>	<i>Route Description</i>
20/20A	Stagecoach	Harley Shute - Hollington - Silverhill - St Leonards - Hastings Town Centre - Ore (Down Farm) <i>(the Mondays to Saturdays daytime service is provided commercially by Stagecoach)</i>
21/21A	Stagecoach	Hollington - Silverhill - St Leonards - Hastings Town Centre - Malvern Way <i>(the Mondays to Saturdays daytime service is provided commercially by Stagecoach)</i>
22-22C	Stagecoach	Ore - Hastings Town Centre - St Leonards - Silverhill - Hollington - Harley Shute <i>(the Mondays to Saturdays daytime service is provided commercially by Stagecoach)</i>
26/26A	Stagecoach	Conquest Hospital - Dordrecht Way - Hastings Town Centre - St Leonards - Silverhill - Conquest Hospital <i>(the Mondays to Saturdays daytime service is provided commercially by Stagecoach)</i>
28	Stagecoach	Conquest Hospital - Malvern Way - Ore - Hastings Town Centre <i>(the Mondays to Saturdays daytime service is provided commercially by Stagecoach)</i>
57	Compass Travel	Hove - Brighton - County Hospital - Marina - Ovingdean - Rottingdean - East Saltdean <i>(also funded by Brighton & Hove City Council)</i>
126	Cuckmere Buses	Seaford - Alfriston - Wilmington - Polegate - Willingdon - Eastbourne
254	Stagecoach	Tunbridge Wells - Wadhurst - Hawkhurst <i>(Stagecoach provide the weekday service commercially) (also funded by Kent County Council)</i>
349	Stagecoach	Hastings - St Leonards - Silverhill - Bodiam <i>(the weekday daytime service is provided commercially by Stagecoach)</i>

School or College Days only services		
<i>Route</i>	<i>Operator</i>	<i>Route Description</i>
51	Stagecoach	Eastbourne Cavendish School - Bridgemere - Sovereign Harbour (this is the afternoon journey)
71	Stagecoach	Hastings Silverhill - William Parker Sports College
72	Stagecoach	Hastings Milward Road - Mount Pleasant - Linley Drive - Helenswood Schools
74	Stagecoach	Harley Shute - Hollington - Helenswood Schools
75	Stagecoach	St Leonard's - Old Town - Ore - Helenswood Schools
76	Stagecoach	Bohemia Road - Hastings town centre - St Helens - Helenswood Upper School
92A	Compass Travel	Newhaven Tideway School - Newhaven - South Heighton
92B	Brighton & Hove /Compass Travel	South Heighton - Newhaven - Newhaven Tideway School
92C	Brighton & Hove	Newhaven Tideway School - Peacehaven - East Saltdean
124	Compass Travel	Alfriston - Selmeston - Firle - Glynde - Ringmer Community College
141	Renown	Hailsham - Lower Dicker - Laughton - Ringmer Community College
142	Renown	Eastbourne - Polegate - Hailsham - Lower Dicker - Laughton - Ringmer Community College
252	Stagecoach	Heathfield - Rotherfield - Tunbridge Wells (partly funded by Kent County Council) (these are the schooldays only journeys provided in addition to Stagecoach's commercial service)
253	Stagecoach	Burwash - Etchingham - Ticehurst - Wadhurst - Uplands Community College
254	Stagecoach	Hawkhurst - Ticehurst - Wadhurst Uplands Community College (partly funded by Kent County Council)
254	Hams	Ticehurst - Wadhurst Uplands Community College
254	Hams	Tunbridge Wells - Frant - Wadhurst Uplands Community College (partly funded by Kent County Council)
256	Hams	Tunbridge Wells - Frant - Lamberhurst - Cousley Wood - Wadhurst Uplands Community College (partly funded by Kent County Council)
258	Hams	Tunbridge Wells - Frant - Wadhurst Uplands Community College (partly funded by Kent County Council)
259	Beeline Travel	Bodle Street - Heathfield Community College
267	Renown	Hailsham - Horam - Heathfield - Heathfield Community College
268	Renown	Boreham Street - Herstmonceux - Heathfield - Heathfield Community College
269	Renown	Hailsham - Heathfield Community College
292	Stagecoach	Tenterden - Hawkhurst (partly funded by Kent County Council)
311	Rambler	Fairlight - Winchelsea Beach - Rye (for Rye Community College)
318	Renown	Heathfield - Blackboys - Framfield - Uckfield - Halland - Ringmer Community College
320	Renown	Little Common - Cooden - Bexhill - Ninfield - Stevens Crouch - Claverham Community College
345	Rambler	Fairlight - Winchelsea Beach - Rye (for Rye Community College)
356	Renown	Hooe - Ninfield - Stevens Crouch - Claverham Community College
357	Stagecoach	Ore - Hastings - St Leonards - Silverhill - Bexhill - St Richards College
359	Stagecoach	Ore - Hastings - St Leonards - Silverhill - Bexhill - St Richards College
360	Rambler	Etchingham - Hurst Green - Robertsbridge - John's Cross - Cripp's Corner - Sedlescombe - Hastings - Bexhill College
361	Rambler	Peasmarsh - Four Oaks - Clayhill - Northiam - Broad Oak - Brede - Westfield - St Leonards - Bexhill College
382	Rambler	Westfield - Brede - Broad Oak - Cripp's Corner - Vinehall Street - John's Cross - Robertsbridge Community College
383	Rambler	Peasmarsh - Four Oaks - Clayhill - Broad Oak - Sedlescombe - Whatlington - Robertsbridge Community College
384	Rambler	St Leonard's - Battle - Robertsbridge Community College

Occasional Services			
<i>Route</i>	<i>Operator</i>	<i>Route Description</i>	<i>Operations Funded</i>
40	Cuckmere Buses	Berwick Station - Chalvington - Wilmington - Litlington - Seaford	Fridays
40	Cuckmere Buses	Berwick Station - Wilmington - Litlington - Seaford	Tuesdays
42	Cuckmere Buses	Berwick- Chalvington - Ripe - Upper Dicker - Hailsham	Fridays
42	Cuckmere Buses	Journeys linking Berwick Station, Ripe, Chalvington, Upper Dicker, Alfriston and Arlington to Hailsham	Wednesdays
224/256	CTLA	Wadhurst - Mayfield - Crowborough (Beacon Link) <i>(partly funded by Mayfield and Wadhurst Parish Councils)</i>	Mondays, Wednesdays and Thursdays
246	CTLA	Uckfield - Newick - Fletching - Uckfield (Circular)	Thursdays
317	Compass Travel	Heathfield High Street - Longview Estate - Thorny Close - Heathfield High Street	Mondays, Wednesdays and Fridays
824	Compass Travel	Burgess Hill - Ditchling - Plumpton - Chailey - Hassocks (Village Rider)	Mondays, Wednesdays and Fridays
B67	Battle Area CT	Battle - Sedlescombe - Battle	Tuesdays
B71	Battle Area CT	Mountfield - Battle	Tuesdays
B72	Battle Area CT	Mountfield - Broad Oak - Brede - Westfield - Hastings Sainsbury's - Battle - Netherfield	Mondays
B73	Battle Area CT	Battle - Robertsbridge - Mountfield - Battle	Tuesdays
B74	Battle Area CT	Netherfield - Battle - Mountfield - Robertsbridge - Hurst Green - Etchingam - Robertsbridge - Mountfield - Battle	Fridays
B75	Battle Area CT	Mountfield - Battle- Nethfield- Battle - Hastings Sainsbury's - Westfield - Sedlescombe - Battle	Wednesdays
B79	Battle Area CT	Battle - Ashburnham - Battle	Tuesdays

Dial a Ride Services

	<i>Operator</i>	<i>Route Description</i>	<i>Days Funded</i>
355 Taxi Rider	Reliance Taxis	355 Taxi Rider Service serving the route between Battle, Netherfield, Brightling, Rushlake Green and Heathfield	Mondays-Fridays peak times
Peacehaven Taxi Rider	CTLA	Peacehaven Taxi Rider	Mondays-Fridays
262	CTLA	Uckfield Rover	Mondays-Fridays
152	CTLA	Lewes Dial a Ride	Tuesdays and Fridays
153	Direct Travel Journeys	Polegate Taxi Rider	Mondays-Fridays
151	CTLA	Seaford Dial a Ride <i>(the service on Mondays is funded by Seaford Town Council)</i>	Wednesdays, Thursdays and Fridays
156	Rye CT	Rye Dial a Ride	Mondays-Saturdays
155	Hastings CT	Hastings Dial a Ride	Mondays-Fridays
154	CTLA	Eastbourne Dial a Ride	Mondays-Fridays

Appendix 4

Proposed reformulated supported bus network including services to be commercialised

Changes to frequency of supported bus services

Summary

Proposed changes to current supported network	Number of services	Hastings	Lewes	Rother	Wealden	Eastbourne	Number of electoral divisions affected
Change to hourly	2	0	2	0	0	0	2
Change to 2 hourly off peak and maintain current days of operation	13	6	4	5	1	0	19
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak	4	0	2	1	2	0	8
Change to 2 days per week and frequency remains broadly the same	3	0	0	1	3	0	6
Change to 3 days per week and frequency remains broadly the same	2	0	0	0	2	0	4
Change to number of journeys	7	3	2	3	3	0	22
Removed service (Saturdays)	2	0	1	0	1	0	3
Removed services (Evenings and Sundays)	7	4	1	3	4	1	26
School Services – remain broadly the same	29	6	6	13	14	2	38
Days and frequency remain broadly the same	23	7	8	7	11	4	39
Supported Dial a Ride and Taxi Rider services – Proposed changes in table below	9	1	3	2	3	1	30
Total	101	27	29	35	44	8	

NB –The number of services by area do not add up to 101 as some services operate across two or more districts/boroughs.
There are currently 97 supported services; the figure of 101 reflects partial commercialisation of some services creating two new routes to replace one old one.

Service to be commercialised

NB - the number of services that are shown as 'to be commercialised' are the current position as at 1 December 2014.

Change to hourly

Service Number	Route	Current Days of Operation	Current Frequency	Proposed frequency	Divisions Served	Areas Served	Daily passengers Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
127	Lewes-Landport Estate	Mon-Sat	Every 30mins	hourly	Lewes, Ringmer & Lewes Bridge	Lewes	21	164	185	Lewes Dial a Ride would offer a limited facility for those with impaired mobility
128	Lewes-Nevill Estate	Mon-Sat	Every 30mins	hourly	Lewes, Ringmer & Lewes Bridge	Lewes	20	113	133	Lewes Dial a Ride would offer a limited facility for those with impaired mobility

Change to 2 hourly off peak and maintain current days of operation

Service Number	Route	Current Days of Operation	Current Frequency	Proposed frequency	Divisions Served	Areas Served	Daily passengers Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
7	Hastings Town Services	Mon-Sat	Hourly	2 hourly off peak	Braybrooke & Castle, St Helens & Silverhill	Hastings	0	52	52	Hastings Dial a Ride would offer a limited facility for those with impaired mobility
24	Hastings-Church Rd-Silverhill	Mon-Sat	Hourly	2 hourly off peak	Braybrooke & Castle, Central St Leonards & Gensing St Helens & Silverhill	Hastings	1	40	41	Hastings Dial a Ride would offer a limited facility for those with impaired mobility
27	Hastings Town Services	Mon-Sat	Hourly	2 hourly off peak	Braybrooke & Castle	Hastings	0	36	36	Hastings Dial a Ride would offer a limited facility for those with impaired mobility
29	Hastings Town Services	Mon-Sat	Hourly	2 hourly off peak	Braybrooke & Castle	Hastings	0	24	24	Hastings Dial a Ride would offer a limited facility for those with impaired mobility
95	Bexhill-Conquest Hospital	Mon-Sat	Hourly	2 hourly off peak	Ashdown & Conquest, Battle & Crowhurst, Bexhill East, Bexhill King Offa, Bexhill West, Hailsham & Herstmonceux	Hastings, Rother, Wealden	112	169	281	Stagecoach provides services except to Catsfield. A change of bus would be required to reach Conquest Hospital
96	Bexhill Town Service	Saturday only	Hourly	2 hourly off peak	Bexhill East, Bexhill King Offa, Bexhill West	Rother	0	88	88 (Sat)	None
121	Lewes-Newick	Mon-Sat	Hourly	2 hourly off peak	Chailey, Lewes, Ringmer & Lewes Bridge	Lewes	80	78	158	Lewes Dial a Ride would offer a limited facility for those with impaired mobility
123	Lewes-Newhaven	Mon-Sat	Hourly	2 hourly off peak	Lewes, Newhaven & Ouse Valley West, Ouse Valley East, Ringmer & Lewes Bridge	Lewes	124	128	252	Lewes Dial a Ride (in Lewes) and the Four Towns Community Bus (in Newhaven and Piddinghoe) would offer a limited facility for those with impaired mobility
129	Lewes-Winterbourne	Mon-Sat	Hourly	2 hourly off peak	Lewes, Ringmer & Lewes Bridge	Lewes	0	33	33	Lewes Dial a Ride would offer a limited facility for those with impaired mobility
145	Newhaven Local	Mon-Sat	Hourly	2 hourly off peak	Newhaven & Ouse Valley West Ouse Valley East	Lewes	2	68	70	Lewes Dial a Ride would offer a limited facility for those with impaired mobility
312	Rye-Tenterden	Mon-Sat	Hourly	2 hourly off peak	Northern Rother, Rye & Eastern Rother	Rother	34	88	122	Rye Dial a Ride would offer a limited facility for those with impaired mobility
344	Rye-Northiam	Mon-Sat	Up to hourly	2 hourly off peak	Northern Rother, Rye & Eastern Rother	Rother	23	75	98	Rye Dial a Ride would offer a limited facility for those with impaired mobility
347	Hastings-Pett	Mon-Sat	Up to hourly	2 hourly off peak	Baird & Ore, Braybrooke & Castle, Brede Valley & Marsham, Old Hastings & Tressell	Hastings Rother	21	75	96	Stagecoach provides services except to Pett

Change to Monday to Friday school days/peak and reduce to 2 days per week off peak

Service Number	Route	Current Days of Operation	Current Frequency	Proposed frequency	Divisions Served	Areas Served	Daily passengers Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
166	Lewes-Haywards Heath	Mon-Sat	2 hours	Peaks Mon-Fri, Mon & Thu off peak	Chailey, Lewes, Ringmer & Lewes Bridge	Lewes	46	54	100	Service 824 provides a limited facility for Wivelsfield Green and Plumpton. Sussexbus.com service 40/40X provides a service between Wivelsfield and Haywards Heath. Train stations at Lewes, Plumpton and Haywards Heath
256	Wadhurst-Tunbridge Wells	Mon-Fri	5 journeys	Peaks & schools Mon-Fri; Tue & Thu off peak	Wadhurst	Wealden	34	28	62	Train stations at Bells Yew Green (Frant), Wadhurst and Tunbridge Wells
318	Hurst Green-Heathfield (and Uckfield on Saturdays)	Mon-Sat	7-9 journeys	Peaks & schools Mon-Fri; Tue & Thu off peak	Heathfield, Framfield & Horam, Rother North West, Uckfield	Rother Wealden	82	54	136	Etchingham, Burwash and Broad Oak have no alternative services apart from train service from Etchingham Station. Between Heathfield and Uckfield on Saturdays via Hailsham or Tunbridge Wells (change of buses required).
824	Village Rider	Mon-Fri	Up to 9 journeys	Peaks & schools Mon-Fri; Tue & Fri off peak	Chailey, Lewes, Ringmer & Lewes Bridge	Lewes	16	34	50	Few of these communities have alternative services.

Change to 2 days per week and frequency remains broadly the same

Service Number	Route	Current Days of Operation	Current Frequency	Proposed frequency	Divisions Served	Areas Served	Daily passengers Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
226	Rotherfield-Crowborough Locals	Mon-Sat	4 journeys	Wed & Sat	Crowborough, Wadhurst	Wealden	0	28	28	None
317	Heathfield Town Service	Mon, Wed, Fri	3 journeys	Tue & Thu	Heathfield	Wealden	0	8	8	None
355	Heathfield-Battle	Tue & Thu	2 return journeys	Tue & Thu	Battle & Crowhurst, Heathfield, Rother North West	Rother, Wealden	0	11	11	Battle Area CT services between Netherfield and Battle on Mon, Wed & Fri; Cuckmere Buses service 195 between Heathfield, Rushlake Green and Eastbourne on Wed.

Change to 3 days per week and frequency remains broadly the same

Service Number	Route	Current Days of Operation	Current Frequency	Proposed frequency	Divisions Served	Areas Served	Daily passengers Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
248	Uckfield-Hadlow Down	Mon-Fri	1-2 journeys	Mon, Wed & Fri	Buxted Maresfield, Uckfield	Wealden	0	11	11	None
249	Uckfield-Crowborough	Mon-Fri	1-2 journeys	Mon, Wed & Fri	Buxted Maresfield, Crowborough, Forest Row, Uckfield	Wealden	0	11	11	None

Change to number of journeys

Service Number	Route	Current Days of Operation	Current Frequency	Proposed frequency	Divisions Served	Areas Served	Daily passengers Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
20,21 & 22	Ore-Hastings-Hollington	Mon-Sat evening and Sundays	Every 20 mins	To be confirmed	Ashdown & Conquest, Baird & Ore, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Maze Hill & West St Leonards, Old Hastings & Tressell, St Helens & Silverhill	Hastings	0	258	258	None
26	Hastings-Conquest Hospital	Sundays	Hourly	To be confirmed	Ashdown & Conquest, Braybrooke & Castle, Central St Leonards & Gensing, Maze Hill & West St Leonards, St Helens & Silverhill	Hastings	0	163	163 (Sun)	None
97	Bexhill Town Service and Hooe	Mon-Sat	Hourly	60-90mins	Bexhill East, Bexhill King Offa, Bexhill West, Hailsham & Herstmonceux	Rother, Wealden	0	35	35	None
119	Seaford local service	Mon-Sat	30-60 mins	Removal of two journeys	Ouse Valley East, Seaford Blatchington, Seaford Sutton	Lewes	19	119	138	Seaford Area Dial a Ride would offer a limited facility for those with impaired mobility
126	Alfriston-Seaford	Daily	Up to every 2 hours	Mon-Sat 3 return journeys	Alfriston, E Hoathly & Hellingly, Seaford Blatchington, Seaford Sutton	Lewes, Wealden	0	15	15	None
254	Wadhurst Rail Link	Mon-Fri peaks	4-5 journeys	Reduced to 3 journeys a day	Rother North West, Wadhurst	Rother, Wealden	3	26	29	None
342	Hastings-Rye	Mon-Fri	Peak and schools	Removal of one journey	Ashdown & Conquest, Baird & Ore, Brede Valley & Marsham, Braybrooke & Castle, Northern Rother, St Helens & Silverhill	Hastings, Rother	27	20	47	Stagecoach services 340/341 between Hastings and Broad Oak

Removed service (Saturdays)

Service Number	Route	Current Days of Operation	Current Frequency	Proposed frequency	Divisions Served	Areas Served	Daily passengers Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
125	Barcombe-Lewes	Mon-Sat	2 hours	Mon-Fri only and revised timetable	Lewes, Ringmer & Lewes Bridge	Lewes	25	26	51	Lewes Area Dial a Ride would offer a limited facility for those with impaired mobility
261	E Grinstead-Uckfield	Mon-Sat	Every 2 hours	Mon-Fri only	Buxted Maresfield, Forest Row, Uckfield	Wealden	7	41	48	Metrobus provides a service between Chelwood Common and East Grinstead Train stations at Uckfield and East Grinstead

Removed services (Evenings and Sundays)

Service Number	Route	Current Days of Operation	Current Frequency	Proposed frequency	Divisions Served	Areas Served	Daily passengers Average weekday			Availability of alternative public transport provision
							Scholars	Others	Total	
28	Hastings-Ore-Conquest Hosp	Sundays	Hourly	Removed	Ashdown & Conquest, Baird & Ore, Braybrooke & Castle, Old Hastings & Tressell, St Helens & Silverhill	Hastings	0	160	160 (Sun)	None along West Hill and most of The Ridge. Stagecoach provide services to the Conquest Hospital, Ore and Malvern Way
126	Seaford-Eastbourne	Sundays	5 journeys	Removed	Alfriston, E Hoathly & Hellingly, Devonshire, Meads, Polegate, Willingdon & E Dean, Ratton, Seaford Blatchington, Seaford Sutton, Upperton	Eastbourne, Lewes, Wealden	0	43	43	Stagecoach and Brighton & Hove Buses provide services for Seaford, Polegate and Eastbourne
229	Tunbridge Wells-Rotherfield	Fri & Sat evening	1 journey	Removed	Crowborough, Forest Row, Wadhurst	Wealden	0	4	4	None apart from train stations at Crowborough, Eridge and Tunbridge Wells
252	Heathfield-Tunbridge Wells	Sat evening	2 journeys	Removed	Buxted Maresfield, Forest Row, Framfield & Horam, Heathfield, Wadhurst	Wealden	0	11	11	None apart from Stagecoach service 252 between Frant and Tunbridge Wells
254/304	Tunbridge Wells -Hawkhurst-Hastings	Sundays	4 journeys	Removed	Rother North West, Wadhurst, Ashdown & Conquest, Battle & Crowhurst, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Northern Rother, Rother North West, St Helens & Silverhill	Rother, Wealden, Hastings	0	137	137 (Sun)	None apart from train stations at , Hastings, Battle, Robertsbridge, Wadhurst and Tunbridge Wells
344/312	Hastings-Rye-Northiam	Sundays	8 journeys	Removed	Baird & Ore, Braybrooke & Castle, Brede Valley & Marsham, Northern Rother, Old Hastings & Tressell, Rye & Eastern Rother	Hastings, Rother	0	69	69	Stagecoach provides an alternative service for Hastings and Rye only,
349	Hastings-Hawkhurst	Summer Sundays	4 journeys	Removed	Ashdown & Conquest, Braybrooke & Castle, Brede Valley & Marsham, Central St Leonards & Gensing, Northern Rother, St Helens & Silverhill	Hastings, Rother	0	44	44 (Sun)	None

Public 'open door' school services – Remain broadly the same

Service number	Route	Current days of Operation	Divisions served	Areas served
51	Bridgemere-Cavendish School	School days	Devonshire, Meads, Old Town, St Anthony's, Upperton	Eastbourne
71	Silverhill-William Parker School	School days	Baird & Ore, Braybrooke & Castle, Central St Leonards & Gensing, Old Hastings & Tressell, St Helens & Silverhill	Hastings
72, 74-76	Hastings-Helenswood School	School days	Ashdown & Conquest, Baird & Ore, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Maze Hill & West St Leonards, Old Hastings & Tressell, St Helens & Silverhill	Hastings
92a	Tideway School-South Heighton (pm)	School days	Newhaven & Ouse Valley West , Ouse Valley East,	Lewes
92b	Denton - Tideway School	School days	Newhaven & Ouse Valley West , Ouse Valley East	Lewes
92c	Tideway School-Saltdean (pm)	School days	Newhaven & Ouse Valley West , Peacehaven & Telscombe Towns	Lewes
95	Bexhill-Conquest Hospital	School days / College days	Ashdown & Conquest, Battle & Crowhurst, Bexhill East, Bexhill King Offa, Bexhill West, Hailsham & Herstmonceux	Hastings, Rother, Wealden
124	Alfriston-Ringmer College	School days	Alfriston, E Hoathly & Hellingly, Ouse Valley East , Ringmer & Lewes Bridge	Lewes, Wealden
141/142	Eastbourne/Polegate - Ringmer College	School days	Alfriston, E Hoathly & Hellingly, Devonshire, Hailsham & Herstmonceux, Langney, Polegate, Willingdon & E Dean, Pevensey & Westham, Ringmer & Lewes Bridge, St Anthonys, Sovereign	Eastbourne, Lewes, Wealden
226	Argos Hill-Crowborough	School days	Crowborough, Wadhurst	Wealden
252	Heathfield – Tunbridge Wells	School days	Buxted Maresfield, Forest Row, Framfield & Horam, Heathfield, Wadhurst	Wealden
253	Burwash-Uplands College	School days	Rother North West, Wadhurst	Rother Wealden
254	Tunbridge Wells – Uplands College	School days	Wadhurst	Wealden
256	Tunbridge Wells – Uplands College	School days	Wadhurst	Wealden
258	Kilndown – Uplands College	School days	Wadhurst	Wealden
259	Bodle Street-Heathfield College	School days	Alfriston, E Hoathly & Hellingly, Hailsham & Herstmonceux, Heathfield	Wealden
267-269	Hailsham/Pevensey/Boreham Street – Heathfield College	School days	Alfriston, E Hoathly & Hellingly, Framfield & Horam, Hailsham & Herstmonceux, Heathfield, Pevensey & Westham	Wealden
311	Pett-Winchelsea-Rye	School days	Brede Valley & Marsham, Rye & Eastern Rother	Rother
318	Heathfield – Ringmer College	School days	Alfriston, E Hoathly & Hellingly, Framfield & Horam, Heathfield, Ringmer & Lewes Bridge, Uckfield	Lewes, Wealden
320	Bexhill-Claverham College	School days	Battle & Crowhurst, Bexhill King Offa, Bexhill West, Hailsham & Herstmonceux	Rother, Wealden
342	Northiam-Westfield School	School days	Brede Valley & Marsham, Northern Rother, Rye & Eastern Rother	Rother
345	Fairlight-Rye	School days	Brede Valley & Marsham, Rye & Eastern Rother	Rother
355	Netherfield-Battle-Claverham College	School days	Battle & Crowhurst	Rother
356	Hooe-Claverham College	School days	Battle & Crowhurst, Bexhill East, Bexhill King Offa, Hailsham & Herstmonceux	Rother, Wealden
357/359	Ore-St Richards College	School days	Ashdown & Conquest, Baird & Ore, Bexhill King Offa, Bexhill West, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Maze Hill & W St Leonards, Old Hastings & Tressell, St Helens & Silverhill	Hastings, Rother
360-361	Etchingham/Peasmarsh-Bexhill College	College days	Ashdown & Conquest, Battle & Crowhurst, Bexhill East, Bexhill King Offa ,Brede Valley & Marsham, Hollington & Wishing Tree, Maze Hill & West St Leonards, Northern Rother, Rother North West, St Helens & Silverhill	Hastings, Rother
382	Westfield-Robertsbridge College	School days	Battle & Crowhurst, Brede Valley & Marsham, Northern Rother	Rother
383	Peasmarsh-Robertsbridge College	School days	Battle & Crowhurst, Brede Valley & Marsham, Northern Rother	Rother
384	St Leonards-Robertsbridge College	School days	Ashdown & Conquest, Baird & Ore, Battle & Crowhurst, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Northern Rother, St Helens & Silverhill	Hastings Rother

Days and frequency remain broadly the same

Service Number	Route	Current Days of Operation	Current Frequency	Divisions Served	Areas Served
1/51	Eastbourne-Roebuck Park	Daily	Every 30 minutes	Alfriston, E Hoathly & Hellingly, Dean, Hampden Park, St Anthonys, Meads, Devonshire, Old Town, Ratton	Eastbourne, Wealden
23b	Hastings-Harley Shute-Conquest	Mon-Fri	1 peak am journey	Ashdown & Conquest, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Maze Hill & West St Leonards	Hastings
28/ 29	Tunbridge Wells -Lewes	Mon-Sat evening	Hourly	Alfriston, E Hoathly & Hellingly, Buxted Maresfield, Crowborough, Framfield & Horam, Forest Row, Lewes, Ringmer & Lewes Bridge, Uckfield, Wadhurst	Lewes, Wealden
40	Berwick-Seafood	Tue & Fri	1 return journey	Alfriston, E Hoathly & Hellingly, Polegate, Willingdon & E Dean, Seaford Blatchington, Seaford Sutton	Lewes, Wealden
42	Berwick - Hailsham	Wed & Fri	1 return journey	Alfriston, E Hoathly & Hellingly, Hailsham & Herstmonceux	Wealden
47	East Saltdean - Brighton	Mon-Sat	Hourly	Peacehaven & Telscombe Town	Lewes
54	Uckfield Town Service	Mon-Sat	Hourly	Uckfield	Wealden
55	Beachlands - Langney	Mon-Fri	Hourly	Langney, Pevensey & Westham	Eastbourne, Wealden
57	East Saltdean - Hove	Sunday	Hourly	Peacehaven & Telscombe Town	Lewes
120	Seaford Local Services	Saturday	Hourly	Ouse Valley East, Seaford Blatchington	Lewes
125/25	Lewes - Alfriston	Mon -Sat	2 hourly	Alfriston, E Hoathly & Hellingly, Lewes, Ouse Valley East, Ringmer & Lewes Bridge	Lewes, Wealden
126	Alfriston - Eastbourne	Mon-Sat	2 hourly	Alfriston, E Hoathly & Hellingly, Devonshire, Meads, Polegate, Willingdon & E Dean, Ratton, Upperton	Wealden, Eastbourne
143	Lewes - Eastbourne	Mon - Fri	5 return journeys	Alfriston, E Hoathly & Hellingly, Devonshire, Hailsham & Herstmonceux, Lewes, Meads, Old Town, Polegate, Willingdon & E Dean, Ratton, Ringmer & Lewes Bridge, Upperton	Eastbourne, Lewes, Wealden
224	Wadhurst - Crowborough	Mon, Wed, Thu	4 journeys (funding contributions from Mayfield & Five Ashes Parish Council and Wadhurst Parish Council)	Crowborough, Wadhurst	Wealden
228/229	Crowborough Town	Mon-Sat	Hourly in both directions	Crowborough	Wealden
246	Uckfield – Fletching	Thursday	1 return journey	Buxted Maresfield, Chailey, Uckfield	Lewes, Wealden
305	Hastings-Robertsbridge-Hawkhurst	Mon-Sat	2 peak return journeys (daytime service provided commercially by Stagecoach)	Ashdown & Conquest, Battle & Crowhurst, Braybrooke & Castle, Central St Leonards & Gensing, Hollington & Wishing Tree, Northern Rother, Rother North West, St Helens & Silverhill	Hastings, Rother
326	Rye Area Services	Mon-Sat	Every 30-60mins	Brede Valley & Marsham, Rye & Eastern Rother	Rother
340	Hastings - Tenterden	Mon-Sat	Hourly peak	Ashdown & Conquest, Baird & Ore, Brede Valley & Marsham, Braybrooke & Castle, Northern Rother, St Helens & Silverhill	Hastings, Rother
341 (23/23A)	Hastings - Tenterden	Mon-Sat	Hourly off-peak (service 23/23A serves St Helens)	Ashdown & Conquest, Braybrooke & Castle, Brede Valley & Marsham, Central St Leonards & Gensing, Hollington & Wishing Tree, Northern Rother, St Helens & Silverhill	Hastings, Rother
344	Hastings - Rye	Mon-Sat	Hourly	Baird & Ore, Braybrooke & Castle, Brede Valley & Marsham, Northern Rother, Old Hastings & Tressell, Rye & Eastern Rother	Hastings, Rother
349	Hastings-Staplecross	Mon-Sat	1 pm peak journey	Ashdown & Conquest, Braybrooke & Castle, Brede Valley & Marsham, Central St Leonards & Gensing, Northern Rother, St Helens & Silverhill	Hastings, Rother
B67 - 79	Battle area Community Bus	Mon, Tue & Fri	1 or 2 return journeys	Ashdown & Conquest, Battle & Crowhurst, Northern Rother, Rother North West, Brede Valley & Marsham	Hastings, Rother

Supported Dial a Ride and Taxi Rider services

Service Number	Service	Current Days of Operation	Current availability	Proposed availability	Divisions Served	Areas Served	Daily passengers Average weekday			Additional Information
							Scholars	Others	Total	
151	Seaford Dial a Ride	Mon, Wed, Thu, Fri	On demand	Mon, Wed, Thu, Fri	Ouse Valley East, Seaford Blatchington, Seaford Sutton	Lewes	0	23	23	Seaford Town Council funds Seaford Dial a Ride on 1 of these days
152	Lewes Area Dial a Ride	Mon - Fri	On demand	Mon - Fri	Chailey, Lewes, Ringmer & Lewes Bridge	Lewes	0	14	14	CTLA provides Lewes Area Dial a Ride on 3 of these days without funding from ESCC
153	Polegate Taxi Rider	Mon-Fri	On demand	Merged with Eastbourne dial a ride to run on 4 days a week	Polegate, Willingdon & E Dean	Wealden	0	4	4	
154	Eastbourne Dial a Ride	Mon-Fri	On demand	Merged with Polegate Taxi Rider to run on 4 days a week	Devonshire, Hampden Park, Langney, Meads, Old Town, Ratton, St Anthony's, Sovereign, Upperton	Eastbourne	0	8	8	Age Concern Eastbourne provides a limited shopping dial a ride arrangement for those who meet the charity's criteria
155	Hastings Dial a Ride	Mon-Fri	On demand	Mon- Fri	Ashdown & Conquest, Baird & Ore, Braybrooke & Castle, Central St Leonards & Hastings , Hollington & Wishing Tree, Old Hastings & Tressell, St Helens & Silverhill	Hastings	0	15	15	Hastings Borough Council provides additional funding for the dial a ride provision
156	Rye Area Dial a Ride	Mon-Fri	On demand	Mon - Fri	Rye & Eastern Rother	Rother	0	8	8	
262	Uckfield Rover	Mon-Fri	On demand	Mon, Wed & Fri on current times of availability, plus on Thu between 1045 & 1230	Framfield & Horam, Uckfield	Wealden	0	3	3	
Peacehaven Taxi Rider	Peacehaven	Mon-Fri	On demand	Removed due to high subsidy per passenger	Peacehaven & Telscombe Towns	Lewes	0	16	16	The Four Towns Community Bus offers a facility which will be supplemented to cater for Peacehaven Taxi Rider users. The Four Towns Community Bus receives funding from Peacehaven, Telscombe, Newhaven and Seaford Councils.
355 Taxi Rider	Heathfield - Battle	Mon-Fri peaks	2 return journeys	Removed due to high subsidy per passenger	Battle & Crowhurst, Heathfield, Rother North West	Rother, Wealden	0	2	2	



Public Transport Strategic Commissioning Strategy Consultation

7 July to 28 September 2014

Results

Passenger Transport
November 2014

Contents

1. Executive Summary	3
2. Introduction	5
3. The consultation process	6
3. Findings	10
4. Summary of findings	11
Appendix A- Combined results.....	12
Appendix B - List of stakeholders who took part	16
Appendix C – Tables of results by service	19
Appendix D - Individuals Survey	30
Appendix E- Organisations survey	45
Appendix F – Consulting with Young people.....	54
Appendix G - Easy read survey.....	57
Appendix H – Comments	62

1. Executive Summary

Introduction

Like many other local authorities across the country we are dealing with cuts in government funding. We are reviewing services across the whole council to prioritise the delivery of those services that are needed by you. The purpose of this consultation was to find out what customers and key stakeholders had to say about the draft Strategy and our draft proposals for the reformulated supported bus network. Consultation is an integral part of the Strategy development process and this consultation has been carried out at the formative stage in the decision making process so that the County Council can understand what the wider community has to say about these proposals.

Objectives

The main objectives of the consultation included:

- understanding how the community feel about the strategy and the proposed supported bus network and the impact any proposed changes will have on the community
- identifying any areas where our suggested course of action would have a negative impact on the community, and in particular on residents with protected characteristics.

Methodology

Information about the consultation was provided in number of ways to make it accessible to everyone and to take into account issues such as levels of comprehension or language. This included paper, electronic and Easy read materials for people with learning difficulties. Copies of materials were also provided in large print and braille. A wide range of stakeholders were invited to take part in the consultation. Respondents were able to give their views by completing a survey (on paper or online) as an individual, on behalf of an organisation or community group, as a young person or as a person with a learning difficulty. Comments about the draft strategy and draft proposals could also be given by post, Email, telephone or via an online comments form.

Communication activities

Communication is a key success factor of any consultation and a wide range of methods and mediums were used to publicise and support the consultation. This included Your County', our residents' magazine, press releases, the County Council's consultation hub website, advertisements in the local media, Social Media (i.e. Facebook and Twitter). The findings show that a quarter (25%) of respondents found out about the consultation on the bus or from another person and nearly two fifths from a newspaper (18%) or a library (15%). A number of campaign groups and individuals also communicated information about the consultation. As many of these groups and individuals are opposed to the County Councils proposals their communication messages may have influenced the views of respondents.

Responses

A total of 3,605 responses were received - 2689 Surveys (2546 from individuals, 96 from Organisations, 34 Easy Read and 13 Young Peoples), 210 comments, 13 petitions and 693 comments received as part of the Hastings Labour Party petition. Responses were received from a wide range of stakeholders this included individuals, Councillors, Parish, Town, District, Borough and County Councils, Businesses, including bus and community transport operators, and community groups.

Findings

We asked respondents to tell us what they thought about our plan. The main issues raised by 1,776 respondents were:

- The plan limits options to travel by bus (475 comments)
- The plan doesn't offer the level of service that the community would like (468 comments)
- A 2 day a week service is not enough (232 comments)
- The plan will lead to increased usage of cars (227 comments)

We asked respondents to tell us what they thought about our proposals. The main issues raised by 1,872 respondents were:

- These proposals would impact on vulnerable people (294 comments)
- Evening and Sunday services should not be removed (275 comments)
- A 2 hourly service isn't adequate to meet residents requirements (248 comments)
- A service 2 days a week is not an acceptable proposal (236 comments)

We wanted to know how respondents felt about our proposal to increase fares by 30%. The findings show that:

- Over half (56%) would not be happy to support the increase
- Over half (55%) do not agree that this is a reasonable proposal
- A quarter (25%) understand why the increase is necessary
- Nearly a fifth of respondents did not provide an answer to this question.

Results from the Easy Read and Young people's surveys (47 responses) show that:

- A fifth understand why bus fares need to go up and are OK to pay 30% more (5 responses)
- Three fifths understand why bus fares need to go up, but think that 30% is too much (29 responses)
- For a third if the cost goes up by 30% they will not be able to use the bus anymore (16 responses)

We also wanted to know how often individuals use bus services, the time of day that they use them, why they use them and if they have access to alternative modes of transport. The findings have shown that:

- A quarter (26%) of respondents use a bus on a daily basis, a third (34%) three or four times a week and a third (32%) once or twice a week.
- A fifth (21%) of respondents travel before 9am, four fifths (83%) travel between 9am and 12 noon, three fifths (59%) between 12 noon and 3pm, just over half (55%) between 3pm and 5pm, a third (33%) between 5pm and 8.30pm and just over a tenth (12%) between 8.30pm and 1am.
- Nearly three quarters (73%) use a bus for Shopping, over three fifths use a bus for Social/Leisure (64%) or to get to Healthcare appointments (57%), a fifth (22%) use a bus to travel to work and nearly a fifth (16%) for education.
- Nearly half (48%) of respondents had access to a car, as the driver, over a quarter had access to a car, as the passenger (28%) or to a Taxi (27%). A fifth had access to a bicycle. It should be noted that nearly a third of survey respondents chose not to answer this question.

3,035 respondents provided feedback about the impact a change to a particular service would have, the main issues raised were:

- The proposals could reduce quality of life (922 comments)
- The proposals could affect future travel options (761 comments)
- The proposals could affect medical appointments (694 comments)
- The respondent has no other means of transport (388 comments)

505 comments were received about the proposals to change some school time services to a closed door arrangement (i.e a private coach) and increase the cost of a weekly ticket. The main issues raised were:

- An increase in cost could cause financial hardship (98 comments)
- The proposal could limit choice of school (72 comments)

Respondents were also asked if there was anything else that they wanted to say about the strategy or the proposals. The main issues raised by 1,788 respondents were:

- The proposals could have a negative impact on the vulnerable (403 comments)
- Don't reduce travel options by bus (380 comments)
- Suggestions for how services could be provided (179 comments)
- ESCC should be encouraging sustainable transport options (166 comments)
- ESCC should invest in services not reduce them (162 comments)

Summary

The feedback received via the surveys, comments and petitions was mainly opposition to the reduction in frequency of services. The general consensus of opinion was that a reduction in options to travel by bus would not offer the level of service the community would like. It was felt that this reduction could affect quality of life, medical appointments and impact on the vulnerable by isolating them further. There were some concerns around the impact on the economy if travel options were reduced and that the strategy assumed a 9 to 5 working pattern. It was also noted that a reduction in services could cause an increase in the usage of cars or remove choice of school which is in contradiction to County Council policies.

The findings also show that the proposed 30% increase in fares on the bus services we support is not acceptable. However a quarter of respondents understand why this increase is necessary.

2. Introduction

Like many other local authorities across the country we are dealing with cuts in government funding. We are facing the challenge of saving £110m in the ten years up to 2020 whilst keeping your council tax as low as possible. We are reviewing services across the whole council to prioritise the delivery of those services that are needed by you.

The development and provision of bus services to meet the needs of the people of East Sussex is a high priority for us and that principle underlines the Strategic Commissioning Strategy for Public Transport that we are seeking to implement. The purpose of this consultation was to find out what bus users, community transport users, communities and key stakeholders who have an interest in public transport in the county had to say about the draft Strategy and our draft proposals for the reformulated supported bus network (RSBN).

Consultation with a wide range of stakeholders is an integral part of the Strategy development process and the County Council wanted to ensure that the whole community had an opportunity to comment on the draft Strategy and the draft RSN proposals whilst they are being developed. This consultation has been carried out at the formative stage in the decision making process so that the County Council can understand what the wider community has to say about these proposals, and so that this information can inform the development of the Strategy and RSN.

The Strategy is being prepared at a time of unprecedented change and severe financial pressure. We therefore need to be clear about what can be achieved in such circumstances and how we will manage reduced resources with greater community expectations and service demands. Increasingly not all demands can be met in the way they have been in recent years – the type, frequency and availability of travel links will necessarily change from historical patterns and networks.

The Strategy has been developed within a Strategic Commissioning Framework that provides a clear rationale for the commissioning decisions that we have to make. It also provides the basis for our decision-making, in a way that is consistent across different services.

The current bus network in the county sees around 80% of all passenger journeys made on commercial services with the supported bus network accounting for the remaining 20% of bus passengers. We currently spend around £2.38 million per year on contracts for supported bus and community transport services which serve around 7,500 passengers on a typical busy week day during school term times.

In East Sussex the travel needs of residents and communities have been assessed in terms of journey purpose – education, employment, medical, shopping and social. On the current supported network education trips account for over 44% of all trips and shopping trips for 32%. There are also geographical and demographic differences between rural and urban communities in how the supported network is used.

We have to comply with a number of key statutory requirements. These include enabling eligible pupils to get to school, and helping adult social care clients to access services, as well as supplementing commercial bus service provision through supporting socially necessary services. Our own policies and priorities are integral to the decision-making process by assessing current and future need and tailoring services to meet that need.

A wide range of information was collated and reviewed during the development of the Strategy, which included the results of the Bus Review consultation that was carried out in 2013. This information covered the evolving needs of existing and potential bus service users, the extent of the current bus network, how funding is allocated and the current legislation and statutory duties that determine how bus services are provided. It also identified the challenges and issues that we need to think about. The feedback from this consultation will be used alongside this information to finalise the strategy and inform the recommendations for the supported bus network that will be provided from April 2015.

3. The consultation process

This consultation followed the County Council's corporate consultation process and consultation principles. These have been developed using best practice guidance from a number of different sources, including the Consultation Institute. The eight step process set out in the County Council's Consultation Guidance has been used to ensure that the consultation had clearly defined aims and objectives, used a consultation methodology which was proportionate to the decision that is being made and complied with relevant legislation. This included following the Gunning Principles to ensure that:

- the consultation was carried out at a formative stage in the decision making process
- a range of information about the proposals was provided to enable respondents to give an informed response to the consultation questions
- adequate time was allowed for the community to find out about the proposals and to submit a response (12 week consultation period from 7 July to 28 September), and
- conscientious consideration is given to the feedback and the draft Strategy and draft RSN updated accordingly.

Objectives

The main objectives of the consultation were to:

- identify any areas where our suggested course of action would have a negative impact on the community, and in particular on residents with protected characteristics
- understand how the community feel about the strategy and the proposed supported bus network and the impact any proposed changes will have on the community
- provide evidence to support any suggested changes to the draft vision
- provide evidence to support any suggested changes to the draft priorities
- provide evidence to support any suggested changes to the RSN proposals, and
- use this evidence base as a benchmark for future monitoring of the strategy and RSN.

Methodology

A number of factors were taken into consideration when choosing the methodology to ensure that it was proportionate to the decision that was being made, and a cost effective solution given the County Councils current financial situation.

The factors that were considered included the diverse range of stakeholders that needed to be consulted, the level and range of information that respondents would need to make an informed response, the information that the County Council needed to make an informed decision and how the information would be collated and analysed.

Surveying was an appropriate technique to use as bespoke surveys could be designed to gather information from different groups in the wider community in a way that was accessible to them. These surveys could also gather the qualitative and quantitative information needed in a format that was consistent and could be collated and analysed easily. The County Council also took into consideration the limitations of this technique as respondents would be self-selecting, they may not answer all the questions being asked or provide the information required because of their interpretation of what was being asked.

The County Council is mindful that there are a range of levels of literacy and understanding across the wider community and that not everyone has access to a computer. The proposals for the draft Strategy and the draft RSN have the potential to impact people from all areas of society. Information was therefore provided in number of ways to make it accessible to everyone and to take into account issues such as levels of comprehension or language. A range of information from simple summaries to more complex technical appendices that signposted readers to further information sources were provided. Additional information was also available on request.

As well as providing electronic versions of documents paper versions were also made available to enable those without access to a computer, or who are not confident using a computer, to participate. Easy read materials for people with learning difficulties were made available and copies of materials in large print and braille were available on request.

A wide range of stakeholders were invited to take part in the consultation.

Respondents were able to give their views in the following ways:

Completing a survey (on paper or online) as :

- An individual
- On behalf of an organisation or community group
- As a Young person or
- As a person with a learning disability

Comments about the draft strategy and draft proposals could also be given by post, Email, telephone or via an online comments form.

Communication activities

Communication is a key success factor of any consultation and a wide range of methods and mediums were used to publicise and support the consultation. This included:

- Your County', our residents' magazine - a one page article with details about the consultation was included in the edition that was distributed to every East Sussex household in July 2014.
- Press releases were made before and after the 1 July Cabinet Meeting (at which Cabinet approved consulting on the draft Strategy and draft RSBN). This subsequently generated a great deal of media interest in newspapers, on the radio and on the local BBC news on the television. Reminder press releases were issued at intervals throughout the 12 week consultation period.
- The County Council's consultation hub website which had information about the proposals and links to the surveys and comments form.
- Advertisements were placed in local newspapers at the end of July to publicise the consultation and how to take part.
- Social Media (i.e. Facebook and Twitter) have been used to promote activity and engage with residents throughout the consultation period.
- Libraries and other council buildings displayed posters to advertise the consultation and paper copies of the survey and supporting information were available.
- Libraries also helped people to take part online and acted as a collection point for completed paper surveys.
- Bus and Community Transport operators were asked to display posters and copies of the survey on their bus services. However not all bus operators complied with our requests which made it difficult for respondents to obtain copies of the paper survey.
- An invitation to take part in the survey for organisations was emailed or posted to a wide range of community groups in East Sussex which included all county, district and borough, town and parish councils. These community groups were also provided with briefing notes and supporting information about the consultation together with copies of the survey for individuals to distribute.

The findings show that a quarter (25%) of respondents found out about the consultation on the bus or from another person and nearly a fifth from a newspaper (17%) or a library (15%). An analysis of the effectiveness of these communications methods is included in the findings sections of the individuals and organisations surveys.

A number of campaign groups and individuals also communicated information about the consultation. These activities included newsletters, links to the County Council's website, posters, public meetings and face to face canvassing to encourage the community to give their views. As many of these groups and individuals are opposed to the County Councils proposals their communication messages may have influenced the views of respondents.

Responses

A total of 3,605 responses were received:

2689 Surveys:

- 2546 from individuals (1170 on line and 1376 paper)
- 96 from Organisations (94 online and 2 paper)
- 34 Easy Read (paper)
- 13 Young people (online)

210 comments

- 24 via the online comments form
- 186 via email and letter

13 petitions from the following petitioners:

- Transport Accessibility Group (73 signatures)
- St Helen's and St Barnabas churches (59 signatures)
- Tuesday Ladies Club (48 signatures)
- Chalvington with Ripe Parish Council (291 signatures)
- Cllr Rosemarie Jeffery on behalf of Kingston Parish Council (442 signatures)
- Stephen Lloyd (146 signatures)
- Hastings & St Leonards Seniors Forum (320 signatures)
- Sarah Owen, Hastings Labour Party (6815 signatures)
- Councillor Peter Charlton - on behalf of residents of Glynde (60 signatures)
- Councillor Peter Charlton - on behalf of residents of South Heighton (34 signatures)
- Councillor Peter Charlton - on behalf of residents of Firle (71 signatures)
- Councillor Bob Standley - Residents of Wadhurst (521 signatures)
- Cllr Nick Bennett - on behalf of residents of Laughton (85 signatures)

693 comments received as part of the Hastings Labour Party petition have also been included as responses to the consultation.

The respondents

Responses were received from a wide range of stakeholders this included

- Individuals
- Councillors
- Parish, Town, District, Borough and County Councils
- Businesses, including bus and community transport operators
- Community groups, and
- Special interest groups

A list of these stakeholders is included as Appendix B.

Respondents to the individuals' survey were asked a number of questions about themselves, however not all respondents answered these questions. These results are included in Appendix D. Included below are tables that compare the gender and age of respondents to the 2011 census profile for East Sussex. This comparison shows that the profile of the individuals' survey respondents differs considerably from the profile of the County. This has been taken into account in the analysis of the findings.

Gender	Survey respondents	2011 Census Profile
Male	27%	48%
Female	55%	52%
Prefer not to say	3%	
No reply	15%	

Age	Survey respondents	2011 Census Profile
Under 18	2%	Under 19 – 22%
18 – 24*	1%	19 – 24 - 5%
25 – 34	3%	10%
35 – 44	6%	13%
45 – 54	10%	14%
55 – 64	16%	14%
65 – 74	24%	11%
75+	19%	12%
Prefer not to say	4%	
No reply	15%	

Respondents to the individuals' survey were also asked if they considered themselves to be disabled. The percentage of respondents who considered themselves to be disabled is the same as the projected number of disabled people in the population of East Sussex.

Disability	Survey respondents	Population projections
Yes	17%	17%
No	59%	83%
Prefer not to say	5%	
No reply	19%	

Response levels

The purpose of this consultation was to find out what bus users, community transport users, communities and key stakeholders who have an interest in public transport in the county have to say. Therefore the number of responses received has been considered in the context of the number of users and stakeholders who may have an interest in the supported bus network rather than as a percentage of the total population of the county.

Another factor to take into consideration is the possibility that a respondent may have given their views more than once. Feedback may have been given directly to the County Council via a survey and/or by submitting a comment. Respondents may also have provided their views to a campaign group or to an individual campaigner by writing to them, contacting them directly with their concerns or signing a petition. This factor has been taken into consideration in the analysis and reporting of the results.

It should also be noted that the collective view of a stakeholder group or local community that has been submitted by an individual campaigner or campaign group has been counted as one response to the consultation. This may have had an impact on the overall number of responses received and is supported by anecdotal evidence from several campaigners that residents didn't want to give their views directly to the County Council via the consultation mechanism.

Although this type of response has provided the view of a group or community it hasn't provided any details of the characteristics of the members, for example where they live, their age, their gender or if they have a disability. Without this level of detail it is not possible to determine the impact that these proposals could have on an individual within that group or community.

3. Findings

This section contains a summary of the findings from the 4 versions of the survey (2689 surveys), the comments received via letter or email (210 comments) and the comments received as part of the petition from the Hastings Labour Party (693 comments). Where applicable the results have been added together to give a combined response to a question. This detailed analysis is available in Appendix A.

Detailed analysis of the findings from each individual activity has been undertaken and these analyses are included as Appendices D to H. A transcript of all written comments is available on request. It has not been included with this report as it contains almost 9,000 written comments and is in excess of 500 pages long.

Providing bus services to meet the needs of the people of East Sussex is important to us. We wanted to hear what people had to say about our plan and our ideas for changing the supported bus network before we made any decisions.

In the individuals, organisations, young people and easy read survey we asked respondents to tell us what they thought about our plan. The following were the top four issues raised by 1,776 respondents:

- The plan limits options to travel by bus (475 comments)
- The plan doesn't offer the level of service that the community would like (468 comments)
- A 2 day a week service is not enough (232 comments)
- The plan will lead to increased usage of cars (227 comments)

In the individuals, organisations, young people and easy read surveys we asked respondents to tell us what they thought about our proposals. Responses that were received via letters, emails and the online comments form were also included in this analysis. The following were the top four issues raised by 1,872 respondents:

- These proposals would impact on vulnerable people (294 comments)
- Evening and Sunday services should not be removed (275 comments)
- A 2 hourly service isn't adequate to meet residents requirements (248 comments)
- A service 2 days a week is not an acceptable proposal (236 comments)

We also wanted to know how respondents felt about our proposal to increase fares by 30%. When looking at the combined results for the individuals and organisations surveys the findings show that:

- Over half (56%) would not be happy to support the increase
- Over half (55%) do not agree that this is a reasonable proposal
- A quarter (25%) understand why the increase is necessary
- Nearly a fifth of respondents did not provide an answer to this question.

When looking at the results from the Easy Read and Young People's surveys (47 responses) the findings show that

- A fifth understand why bus fares need to go up and are OK to pay 30% more (5 responses)
- Three fifths understand why bus fares need to go up, but think that 30% is too much (29 responses)
- For a third if the cost goes up by 30% they will not be able to use the bus anymore (16 responses)

There is also evidence in the written comments to suggest that this proposal to increase fares by 30% is unacceptable.

As well as finding out what the community thought about the strategy and our proposals it was important to find out what the community felt about the proposals for individual services. Responses were received for all of the fifty two supported services where changes are proposed. Some services received a larger number of responses than others. It was apparent from the written comments that those services that received a high number of responses were important to the local community in that area. Appendix C contains tables of responses received for each service. This includes more in depth analysis of the findings for each individual service by characteristics such as age, gender, ethnicity and disability.

We wanted to know how often individuals use bus services, the time of day that they use them, why they use them and if they have access to alternative modes of transport. The findings have shown that:

- A quarter (26%) of respondents use a bus on a daily basis, a third (34%) three or four times a week and a third (32%) once or twice a week.
- A fifth (21%) of respondents travel before 9am, four fifths (83%) travel between 9am and 12 noon, three fifths (59%) between 12 noon and 3pm, just over half (55%) between 3pm and 5pm, a third (33%) between 5pm and 8.30pm and just over a tenth (12%) between 8.30pm and 1am.
- Nearly three quarters (73%) use a bus for Shopping, around three fifths use a bus for Social/Leisure (64%) or to get to Healthcare appointments (57%), a fifth (22%) use a bus to travel to work and nearly a fifth (16%) for education.
- Nearly half (48%) of respondents had access to a car, as the driver, over a quarter had access to a car, as the passenger (28%) or to a Taxi (27%). A fifth had access to a bicycle. It should be noted that nearly a third of survey respondents chose not to answer this question.

We wanted to find out about the impact that these proposals would have on the community. 3,035 respondents provided feedback about the impact a change to a particular service would have. Respondents could comment about more than one service and the following are the top four issues that were raised:

- The proposals could reduce quality of life (922 comments)
- The proposals could affect future travel options (761 comments)
- The proposals could affect medical appointments (694 comments)
- The respondent has no other means of transport (388 comments)

We also wanted to know how the community felt about the proposal to replace some services to schools with a 'closed door' arrangement where a private coach would be provided instead of a bus service for existing pupils. This proposal could also result in a fare increase for existing pupils. 505 comments were received about this proposal via the individuals and organisations surveys. The main issues that were raised were that:

- An increase in cost could cause financial hardship (98 comments)
- The proposal could limit choice of school (72 comments)

Respondents were also asked if there was anything else that they wanted to say about the strategy or the proposals. 1,788 comments were provided in the individuals, organisations and easy read surveys and the Hastings Labour Party petition. These respondents raised the following issues:

- The proposals could have a negative impact on the vulnerable (403 comments)
- Don't reduce travel options by bus (380 comments)
- Suggestions for how services could be provided (179 comments)
- ESCC should be encouraging sustainable transport options (166 comments)
- ESCC should invest in services not reduce them (162 comments)

4. Summary of findings

The feedback received via the surveys, comments and petitions was mainly opposition to the reduction in frequency of services. The general consensus of opinion was that a reduction in options to travel by bus would not offer the level of service the community would like.

It was felt that this reduction could affect quality of life, medical appointments and impact on the vulnerable by isolating them further. There were some concerns around the impact on the economy if travel options were reduced and that the strategy assumed a 9 to 5 working pattern. It was also noted that a reduction in services could cause an increase in the usage of cars or remove choice of school which is in contradiction to County Council policies.

The findings also show that the proposed 30% increase in fares on the bus services we support is not acceptable. However a quarter of respondents understand why this increase is necessary.

Appendix A- Combined results

Do you have any comments to make about our Plan?

Individuals survey, Organisations survey, Young People's survey and Easy Read survey.

Base 1776 respondents	comments	%
1.Understand the plan and the need to make savings	43	2%
2.Agree with the plan	56	2%
3.The plan doesn't offer the level of service that the community would like	468	18%
4.The plan limits options to travel by bus	475	18%
5.The plan will lead to increased usage of cars	227	9%
6.The plan will lead to a negative impact on the economy/tourism	77	3%
7.The plan assumes a 9 to 5 working pattern	112	4%
8.Reducing the frequency of services will make available buses busier	16	1%
9.Reducing the frequency of services will make services less attractive/reliable	33	1%
10.The plan will increase social isolation	135	5%
11.ESCC should increase investment in bus services not reduce it	137	5%
12.A 2 day a week service is not enough	232	9%
13.Comments about dial a ride services	13	0%
14.Comments about the concessionary fare scheme	53	2%
15.Comments that aren't relevant to the question	98	4%
16.Other	154	6%
17.Shouldn't cut services to hospitals/healthcare	138	5%
18.Keep things as they are	57	2%
19.Comments about increase in fares	29	1%
20.Reduce costs elsewhere	32	1%
21.Comments about services to schools	66	2%
Total issues raised	2651	100%

Do you have any comments to make about our proposals?

Individuals survey, Organisations survey, Young People's survey, Easy Read survey and comments from Organisations and Individuals.

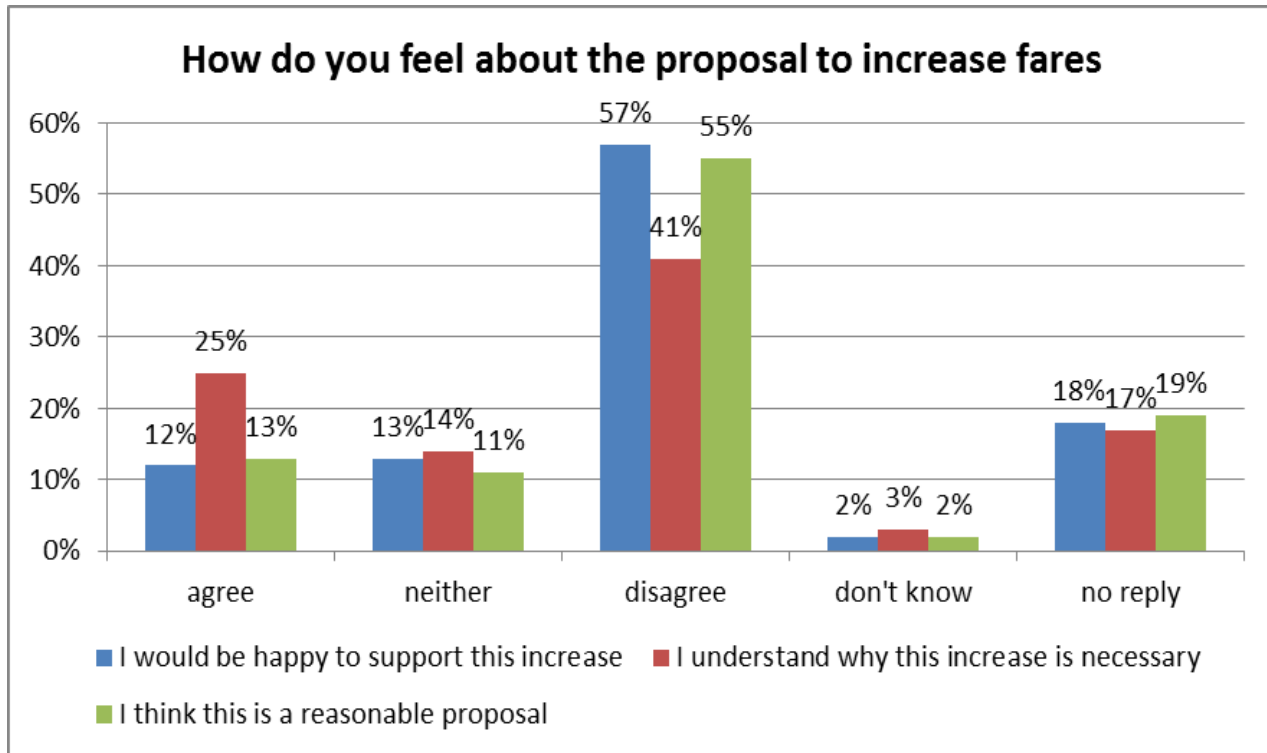
Base 1872 respondents	comments	%
1.Do not agree with the proposals	112	4%
2.Proposals would increase isolation/deprivation	152	5%
3.Proposals would reduce options to travel by bus	143	5%
4.Proposals would limit options to access education	126	4%
5.Reducing the frequency of services will make services less attractive/reliable	58	2%
6.Proposals would lead to increased use of cars	113	4%
7.Proposals would impact on vulnerable people	294	10%
8.Proposals would have a negative impact on economy/tourism	75	3%
9.ESCC should increase support not reduce it	101	4%
10.Evening and Sunday services should not be removed	275	10%
11.Consider a contribution to fares from concessionary pass holders	51	2%
12.Comment is same as or similar to the comment respondent gave in Q1	131	5%
13.A service 2 days a week is not an acceptable proposal	236	8%
14.A 2 hourly service isn't adequate to meet needs	248	9%
15.Don't agree with an increase in fares	61	2%
16.Support/Agree with proposals	29	1%
17.Comments that aren't relevant to the question	84	3%
18.Proposals would limit access to and from healthcare facilities	170	6%
19.Proposals would limit access to and from work	111	4%
20.Suggestions for how to provide services	217	8%
21.Other	98	3%
Total issues raised	2885	100%

NB some respondents comments related to more than one issue

How do you feel about the proposal to increase fares by 30%?

Individuals' survey and Organisations survey

	strongly agree	agree	neither	disagree	strongly disagree	don't know	No reply
Base 2636 respondents							
I would be happy to support this increase	57 2%	262 10%	331 13%	514 20%	969 37%	43 2%	460 18%
I understand why this increase is necessary	106 4%	564 21%	380 14%	434 17%	627 24%	76 3%	449 17%
I think this is a reasonable proposal	61 2%	304 12%	279 11%	500 19%	940 36%	51 2%	501 19%



Easy read and young people's surveys:

- I understand why bus fares need to go up and am OK to pay 30% more (11% – 5 responses)
- I understand why bus fares need to go up, but I think that 30% is too much (62% - 29 responses)
- If the cost goes up by 30% I will not be able to use the bus anymore (34% - 16 responses)
- No reply (13% - 6 responses)

Which of these bus services would you like to comment about?

Individuals' survey and Organisations survey

responses	service number
85	7 Hastings Town Service
373	20,21,22 Ore-Hollington
57	24 Hastings-Silverhill
317	26 Hastings-Conquest Hospital
64	27 Hastings Town Service
238	28 Hastings-Conquest Hospital
260	28,29 Tunbridge Wells – Brighton
61	29 Hastings Town Service
155	95 Bexhill-Conquest Hospital
66	96 Bexhill Town Service
66	97 Bexhill Town Service
103	121 Lewes-Newick
156	123 Lewes-Newhaven
152	125/25 Barcombe-Alfriston
151	126 Eastbourne-Seafood
68	127 Lewes-Landport Estate
102	128 Lewes-Nevill Estate
76	129 Lewes-Winterbourne
147	143 Lewes- Eastbourne
62	145 Newhaven Town Service
121	166 Lewes-Haywards Heath
29	224 Wadhurst-Crowborough
56	226 Crowborough Local Service
26	229 T. Wells-Rotherfield
14	246 Uckfield-Fletching
35	248 Uckfield Local Service

responses	service number
32	249 Uckfield Local Service
76	252 Heathfield-T Wells
32	254 Wadhurst Rail Link
41	254 T. Wells – Hurst Green
38	256 Wadhurst-T Wells
88	261 East Grinstead-Uckfield
99	304 Hawkhurst-Hastings
125	312 Rye-Tenterden
35	317 Heathfield Town Service
68	318 Hurst Green - Uckfield
85	326 Rye Local Service
176	340- 341 Hastings-Tenterden
137	342 Hastings-Rye
351	344 Hastings-Northiam
91	347 Hastings-Pett
71	349 Hastings-Hawkhurst
41	355 Heathfield- Battle
72	824 Village Rider
40	Peacehaven Taxi Rider
21	Seaford Dial a Ride
12	Polegate Taxi Rider
26	Eastbourne Dial a Ride
49	Hastings Dial a Ride
34	Rye Area Dial a Ride
17	Uckfield Rider
11	355 Battle Area Taxi Rider

If we were to make the change that we are suggesting to this service what difference would it make to your life? Individuals survey, Organisations survey, Young People's survey and Easy Read survey

Base 3035 responses	comments	%
1.Have no other means of transport	388	8%
2.Would use car more	214	5%
3.Have mobility issues due to disability, age or health	217	5%
4.Would cause social isolation in the community	209	5%
5.Would affect future travel options	761	17%
6.Would increase cost of travel	302	7%
7.Would reduce quality of life	922	20%
8.Less buses would mean better traffic flow	2	0%
9.More buses are required	79	2%
10.Would affect medical appointments	694	15%
11.Would affect options to travel to work	301	7%
12.Would affect options to travel to school or education	159	3%
13.Would impact on local economy	64	1%
14.Other	208	5%
15.Proposals would make no difference to me	75	2%
Total number of issues	4595	100%

NB some respondents comments related to more than one issue

Do you have any comments to make about the proposal to replace public 'open door' school bus routes with 'closed door arrangements'? Individuals' and Organisations survey

Base 505 respondents	comments	%
1. Increase in cost could cause financial hardship	98	16%
2. Proposal could limit choice of school	72	12%
3. Proposal could lead to increased use of cars	20	3%
4. Proposal could have a negative impact on students in rural areas	26	4%
5. Proposal could reduce opportunity to take part in after school activities	13	2%
6. Services should be open to all	36	6%
7. Proposed increase is too much	34	6%
8. Wouldn't be affected by the proposal	64	11%
9. Disagree with the proposal	61	10%
10. Comment not relevant to the proposal	64	11%
11. Other	70	12%
12.Support/Agree with proposal	25	4%
13.Same as previous comments	5	1%
14.Parents should pay if don't choose nearest school	13	2%
Total issues raised	601	100%

Are there any other comments that you would like to make?

Individuals survey, Organisations survey, Easy Read survey, Hastings Labour Party Petition

Base 1788 respondents	comments	%
1. Invest in services don't reduce them	162	22%
2. Suggestions for how services could be provided	179	11%
3. Save money in other areas of the council	48	4%
4. Don't reduce travel options by bus	380	5%
5. Negative impact on the vulnerable	403	1%
6. Comments about the consultation	160	2%
7. ESCC should be encouraging sustainable transport options	166	6%
8. Concessionary bus pass holders be prepared to pay towards the service	59	6%
9. Keep services as they are	142	11%
10. 30% increase in fares is unacceptable	59	1%
11. Reduction in services could increase isolation	138	2%
12. Other	181	5%
13. Comments not relevant to the proposals	62	7%
14.Would support a rise in council tax to pay for buses	17	6%
Total issues raised	2156	3%

How did you find out about this consultation? - Individuals' and Organisations surveys

Base 2309 respondents	responses	%
In a newspaper	403	18%
A poster	149	7%
A Library	349	15%
The County Council website/Have Your Say hub	139	6%
Other website	85	4%
On the radio	59	3%
A leaflet	197	9%
On the bus	587	25%
A district or borough council website	54	2%
Other*	267	12%
Via Social Media (e.g. Facebook, Twitter etc)	171	7%
Your County, residents magazine	245	11%
An invitation or personal letter	122	5%
Another person	576	25%

Appendix B - List of stakeholders who took part

Parish Councils (38)

Alfriston Parish Council
Ashurst Wood Parish Council
Barcombe Parish Council
Barcombe Parish Council (Andrew Pearce)
Beckley Parish Council (Bernard Baverstock, Chairman)
Chailey Parish Council
Chalvington with Ripe Parish Council
Cranbook and Sissinghurst Parish Council
Cuckmere Valley Parish Council
Ditchling Parish Council
East Chiltington parish council
Etchingham Parish Council
Ewhurst Parish Council
Fairlight Parish Council (John Edmunds)
Firle Parish Council
Glynde & Beddingham Parish Council
Hamsey Parish Council (2 responses)
Hartfield Parish Council
Hawkhurst Parish Council
Icklesham Parish Council
Iden Parish Council
Kingston Parish Council
Laughton Parish Council
Long Man Parish Council
Maresfield Parish Council
Mayfield and Five Ashes Parish Council
Ninfield Parish Council
Pett Parish Council
Piddinghoe Parish Council
Plumpton Parish Council
Rodmell Parish Council
Rotherfield Parish Council
Salehurst & Robertsbridge Parish Council
Ticehurst Parish Council
Wadhurst Parish Council
Willingdon and Jevington Parish Council
Wittersham Parish Council
Wivelsfield Parish Council

Town Councils (5)

Crowborough Town Council
Lewes Town Council
Newhaven Town Council
Seaford Town Council
Uckfield Town Council

District Councils (2)

The Scrutiny Committee at Lewes District Council
Wealden District Council

District and Town Councils and LSP's (2)

Newhaven Town and Lewes District Council
Hastings LSP

County Councils (1)

Kent County Council

Councillors (18)

Cllr Angharad Davies (2 separate comments)
Cllr Bob Standley
Cllr Chris Bowers (Ouse Valley and Ringmer)
Cllr Colin Belsey
Cllr Godfrey Daniel
Cllr Janet Coles
Cllr John Hodges
Cllr Laurence Keeley
Cllr Peter Charlton
Cllr Nick Bennett
Cllr Roger Bird
Cllr Rosalyn St Pierre
Cllr Rosemary Jeffery
Cllr Ruth O'Keeffe
Cllr Sabetian
Cllr Sean Holden (Cranbrook Division Kent County Council)
Cllr Sue Beaney
Cllr Susan Prochak
Cllr Charles Clark

MP's and Political Parties (5)

Amber Rudd
Gregory Barker
Norman Baker
Stephen Lloyd
Sarah Owen (Hastings Labour Party)

Transport Groups (14)

Bicycles, the Brighton and Hove Cycling Campaign
Brighton Area Buswatch
CAMPAIGN FOR BETTER TRANSPORT – EAST SUSSEX
Campaign for Better Transport (National)
CTLA
Cuckmere Community Bus Ltd
East Kent Road Car Co (t/a Stagecoach in East Sussex)
East Sussex Community Transport Operators Forum
Learning Disabled Bus Service Users
North Wealden Community Transport Partnership Ltd
Renown Transport Services Ltd
Rye Community Transport
Transport Accessibility Group
Travel Log Lewes

Schools/Colleges (6)

DV8 Sussex
Heathfield Community College (2 responses)
Pestalozzi International Village Trust
Shane Global Language Centres
STS (Student Travel Schools)
U3A

Businesses (5)

Civil Service Pensioners Alliance Bexhill Hastings and District Group
Collective Legal Solutions
Federation of Small Businesses
Hivac Devices Ltd
Gleeson Developments Ltd

Health, Caring and older people (14)

Barcombe Care Afternoon Group
Careways Trust Ltd
East Sussex healthcare NHS trust
G & T Lifeskills Ltd
Hastings & St Leonards Seniors Forum
Hastings Voluntary Action
Lewes and District Seniors' Forum
Malines Supported Accom
NHS Eastbourne, Hailsham and Seaford Clinical Commissioning Group, NHS Hastings and Rother Clinical Commissioning Group, NHS High Weald Lewes Havens Clinical Commissioning Group
Rye & District Day Centre
SeeAbility
V.O.I.C.E.S
Wealden Senior Citizens Partnership

Community groups (27)

Alfriston & District Amenity Society
Barcombe WI
Beechwood Hall trustees
Big Local North East Hastings
Christ Church, Blacklands and St. Andrew's Hastings
Clive Vale Residents Association
CPRE Sussex
Eastbourne & District Friends of the Earth
Eastbourne Rambling Club
Fairlight Residents Association
Friends of Lewes
Hastings Pier Charity
High Weald AONB Unit
King's Church Hastings
Nevill Residents' Association
Pilot Field Area Residents' Association [PFARA]
Playden Womens Institute
Robertsbridge Enterprise Group
Rother Table Tennis Academy
Shirley Gilbert - Fairlight Village Hall
South Downs Society
St Helen's and St Barnabas Churches
St Leonards and Hastings Rail Improvement (SHRIMP)
The East Chiltington Trust
The Old Vicarage at Rye Harbour
Tuesday Ladies Club
Winchelsea Beach/ Pett level community
South Downs Society

Appendix C – Tables of results by service

Q5. How often do you use this service?

Service	responses	Daily	3/4 a week	1/2 a week	1/ 2 a month	1/2 a year	Never	Don't know	No reply
7	80	33	25	12	5	0	0	3	2
20,21,22	359	166	135	40	16	1	0	1	5
24	51	26	13	5	4	0	0	1	3
26	305	118	106	37	20	12	5	6	4
27	59	26	15	9	2	2	0	2	3
28	225	85	72	25	14	9	7	6	8
28,29	254	75	61	65	44	4	0	2	6
29	58	20	17	10	6	1	0	2	3
95	149	27	44	36	25	10	4	2	3
96	64	21	20	10	8	2	1	1	2
97	63	20	23	10	7	1	1	1	2
121	94	28	25	17	12	3	2	5	3
123	148	35	40	44	22	4	1	2	2
125/25	144	34	41	36	20	4	3	4	3
126	144	25	40	34	27	8	4	3	5
127	64	28	19	9	6	0	0	1	2
128	97	32	33	22	7	1	0	1	2
129	72	22	29	16	4	0	0	1	1
143	141	37	48	36	17	1	2	3	2
145	60	14	26	9	9	2	0	1	0
166	114	28	37	21	14	6	3	3	4
224	26	5	6	4	5	0	2	1	3
226	52	8	18	17	6	0	0	1	2
229	25	6	6	6	5	0	0	1	1
246	13	3	2	2	1	1	0	1	3
248	33	9	15	4	2	2	0	1	2
249	30	11	9	2	3	2	0	1	3
252	75	23	20	14	9	2	2	2	4
254 WHurst Rail Link	31	8	11	4	3	0	2	1	2
254 TWells H Green	39	10	13	5	6	0	1	1	3
256	37	7	10	7	6	0	1	1	5
261	84	7	21	26	17	9	1	2	5
304	93	29	30	16	9	5	0	1	5
312	119	25	41	22	17	10	2	1	5
317	34	10	12	6	3	0	1	2	0
318	66	17	26	11	5	4	3	1	4
326	83	20	30	13	11	0	2	3	5
340-341	171	48	57	44	12	5	0	1	9
342	132	41	42	26	11	4	0	2	9
344	341	64	134	93	31	9	3	2	9
347	88	31	28	18	6	1	2	2	3
349	65	15	21	14	9	3	0	1	4
355	39	13	9	7	3	1	2	3	2
824	69	17	28	13	8	2	0	1	2
Peacehaven Taxi Rider	40	5	10	12	4	1	5	2	1
Seaford Dial a ride	20	4	2	4	1	2	3	2	2
Polegate Taxi Rider	11	4	4	1	0	0	0	2	0
Eastbourne Dial a Ride	26	3	4	13	1	0	2	3	0
Hastings Dial a Ride	44	11	16	7	2	2	1	2	3
Rye area Dial a Ride	34	7	7	4	4	2	2	3	5
Uckfield Rider	15	5	5	1	2	1	0	2	0
Battle Area Taxi Rider	9	5	2	0	0	0	0	2	0
No reply	377	54	32	20	9	3	13	2	245
Total	2546	575	763	510	263	78	54	31	304

Q6. What times of day do you use this service?

Service	responses	Before 09.00	09.00 to 12.00	09.00 to 15.00	15.00 to 17.00	17.00 to 20.30	20.30 to 01.00	No reply
7	80	14	62	51	42	26	17	5
20,21,22	359	102	284	218	223	230	132	7
24	51	16	36	27	27	31	18	6
26	305	72	233	188	181	157	74	17
27	59	14	45	36	35	22	13	5
28	225	49	166	128	136	118	67	18
28,29	254	83	182	116	145	135	99	9
29	58	11	40	38	34	25	17	6
95	149	22	126	89	80	31	13	9
96	64	13	51	40	32	23	12	5
97	63	15	52	36	30	25	13	5
121	94	27	67	54	53	36	11	9
123	148	34	125	92	78	48	16	4
125/25	144	28	110	76	82	48	12	8
126	144	17	107	87	70	35	12	12
127	64	17	47	40	38	23	9	4
128	97	17	82	71	60	27	8	4
129	72	11	61	55	34	19	6	3
143	141	32	115	68	74	34	13	5
145	60	9	50	35	23	14	7	2
166	114	24	88	69	68	34	7	10
224	26	5	12	8	6	4	4	8
226	52	3	41	25	11	10	7	7
229	25	3	17	12	9	8	6	4
246	13	3	5	6	5	5	4	5
248	33	8	23	15	12	8	6	4
249	30	9	18	15	13	9	7	5
252	75	24	37	32	34	21	7	12
254 WHurst Rail Link	31	9	17	16	14	14	6	6
254 TWells H Green	39	10	26	16	17	13	6	6
256	37	6	24	14	12	12	4	7
261	84	16	62	41	39	29	8	8
304	93	26	70	49	51	39	18	9
312	119	23	94	78	68	37	12	10
317	34	13	18	15	14	8	5	5
318	66	18	45	35	41	17	4	9
326	83	10	70	53	33	19	9	9
340-341	171	38	149	123	101	71	34	8
342	132	33	111	89	78	52	25	9
344	341	54	302	243	201	120	41	12
347	88	25	75	60	60	50	20	6
349	65	15	49	44	41	33	18	7
355	39	15	16	16	16	12	9	9
824	69	14	59	39	36	18	6	3
Peacehaven Taxi Rider	40	4	23	20	14	7	3	12
Seaford Dial a ride	20	2	9	9	3	4	4	8
Polegate Taxi Rider	11	4	6	8	5	4	3	3
Eastbourne Dial a Ride	26	5	12	16	7	4	3	8
Hastings Dial a Ride	44	8	32	25	21	16	9	6
Rye area Dial a Ride	34	5	21	17	13	7	4	10
Uckfield Rider	15	4	6	10	7	5	3	3
Battle Area Taxi Rider	9	2	5	6	4	5	4	3
No reply	377	45	75	48	67	28	14	259
Total	2546	465	1795	1275	1196	716	267	380

Q7 Why do you use this service?

Service	responses	Work	Healthcare appointments	Shopping	Social/Leisure	Education	Other	No reply
7	80	18	53	66	58	11	11	2
20,21,22	359	133	202	273	279	55	66	4
24	51	18	29	38	37	11	11	4
26	305	88	191	217	207	42	59	11
27	59	13	38	48	43	8	8	3
28	225	73	137	152	156	40	42	13
28,29	254	91	110	171	187	48	34	7
29	58	9	30	43	42	9	12	3
95	149	24	110	91	76	18	25	5
96	64	14	42	49	36	9	10	3
97	63	13	37	50	42	11	12	3
121	94	27	48	59	62	20	9	8
123	148	39	88	109	98	26	26	4
125/25	144	36	76	102	95	30	19	7
126	144	21	72	85	89	13	23	11
127	64	21	36	45	43	8	16	3
128	97	26	65	76	66	26	14	4
129	72	17	55	60	56	20	11	2
143	141	25	71	90	90	25	17	5
145	60	10	34	47	42	5	10	1
166	114	24	62	75	69	29	27	5
224	26	3	12	16	11	2	4	6
226	52	5	32	44	29	4	6	4
229	25	4	11	22	19	3	4	2
246	13	2	6	6	8	2	1	4
248	33	3	19	24	21	6	5	3
249	30	6	15	19	18	7	6	4
252	75	13	29	42	41	29	8	3
254 WHurst Rail Link	31	8	17	21	18	7	6	5
254 TWells H Green	39	9	22	27	26	11	6	5
256	37	8	21	27	20	4	6	6
261	84	17	32	54	53	7	9	5
304	93	27	49	69	61	19	22	7
312	119	30	67	89	73	15	23	5
317	34	8	20	22	17	14	5	1
318	66	11	32	44	37	15	10	6
326	83	16	56	70	60	13	13	6
340-341	171	41	107	131	120	25	25	5
342	132	36	77	96	91	27	20	5
344	341	66	217	275	244	38	58	12
347	88	31	52	71	66	18	16	4
349	65	22	34	43	44	12	12	6
355	39	14	13	19	15	17	6	3
824	69	14	42	58	43	15	17	2
Peacehaven Taxi Rider	40	2	17	22	25	3	5	8
Seaford Dial a ride	20	2	11	10	8	2	3	5
Polegate Taxi Rider	11	2	10	9	9	2	2	1
Eastbourne Dial a Ride	26	3	18	15	11	4	4	3
Hastings Dial a Ride	44	11	25	27	25	8	8	4
Rye area Dial a Ride	34	6	16	22	18	3	5	6
Uckfield Rider	15	3	9	8	8	4	2	2
Battle Area Taxi Rider	9	2	7	6	6	3	2	1
No reply	377	18	59	69	54	46	22	253
Total	2546	494	1258	1605	1414	347	341	346

Q8. Do you have access to any forms of transport other than the bus?

Service	responses	Car, driver	Car, passenger	Taxi	Bicycle	Motorcycle	Other	No reply
7	80	23	11	19	6	0	6	32
20,21,22	359	63	46	79	21	4	35	182
24	51	8	4	6	4	0	5	28
26	305	66	46	61	22	2	35	142
27	59	15	5	14	6	0	1	29
28	225	47	28	50	15	2	21	105
28,29	254	89	50	31	21	2	27	92
29	58	12	5	13	7	1	8	23
95	149	29	21	30	8	0	14	68
96	64	10	7	15	4	0	4	33
97	63	8	6	8	5	0	4	42
121	94	31	14	14	12	0	10	33
123	148	37	19	41	16	0	26	49
125/25	144	42	25	16	16	0	24	52
126	144	42	15	29	13	0	13	57
127	64	23	9	10	6	1	11	21
128	97	35	16	19	8	1	10	33
129	72	23	9	21	6	1	7	23
143	141	39	20	22	11	0	13	55
145	60	13	7	16	5	0	8	23
166	114	30	23	16	11	0	19	38
224	26	6	3	3	2	0	3	15
226	52	10	7	11	2	0	7	22
229	25	4	5	4	2	0	3	12
246	13	3	2	3	2	0	1	7
248	33	5	6	6	2	0	4	17
249	30	6	5	4	3	0	4	14
252	75	17	13	7	3	0	7	37
254 WHurst Rail Link	31	7	5	6	2	0	3	13
254 TWells H Green	39	6	9	5	4	0	5	17
256	37	7	6	5	4	0	2	20
261	84	27	15	13	8	0	7	26
304	93	20	11	13	4	0	12	45
312	119	35	21	15	10	0	12	53
317	34	9	5	2	4	0	4	16
318	66	13	10	6	10	0	11	30
326	83	16	8	9	6	0	8	43
340-341	171	40	27	26	8	0	17	73
342	132	32	20	14	11	1	8	68
344	341	117	67	56	27	2	27	114
347	88	31	12	18	4	0	5	32
349	65	14	11	9	5	0	8	30
355	39	9	4	4	4	0	4	20
824	69	17	10	11	7	1	11	26
Peacehaven Taxi Rider	40	3	4	8	1	0	6	23
Seaford Dial a ride	20	6	3	8	4	0	1	9
Polegate Taxi Rider	11	1	1	5	1	0	0	6
Eastbourne Dial a Ride	26	4	5	9	1	0	1	11
Hastings Dial a Ride	44	9	3	13	4	0	5	19
Rye area Dial a Ride	34	12	6	6	3	0	0	16
Uckfield Rider	15	5	4	3	1	0	2	5
Battle Area Taxi Rider	9	3	2	2	1	0	0	5
No reply	377	72	34	25	24	2	19	257
Total	2546	690	406	388	172	11	231	1111

Age of respondents for each service

Service	responses	under 18	18-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	Prefer not to say	No reply
7	80	1	1	3	4	5	4	6	20	18	3	15
20,21,22	359	3	4	18	31	38	24	45	89	45	9	53
24	51	1	0	3	4	6	2	8	10	8	3	6
26	305	1	4	17	19	28	15	40	76	44	11	50
27	59	1	0	2	4	4	5	5	17	9	2	10
28	225	1	2	10	17	27	15	23	62	24	8	36
28,29	254	3	8	16	25	30	19	25	56	30	9	33
29	58	1	0	2	5	6	2	6	18	8	4	6
95	149	3	0	2	4	10	9	10	45	36	9	21
96	64	1	1	1	3	4	1	8	18	16	5	6
97	63	3	1	1	3	5	2	8	18	12	4	6
121	94	2	3	2	4	9	6	5	22	13	4	24
123	148	3	0	5	3	16	10	16	38	29	7	21
125/25	144	6	0	3	9	20	9	12	32	24	5	24
126	144	2	0	1	5	11	7	17	36	40	9	16
127	64	1	0	2	3	6	5	7	16	11	3	10
128	97	1	0	1	7	11	4	7	27	14	2	23
129	72	1	0	0	1	9	1	5	16	18	3	18
143	141	6	3	0	3	10	7	13	34	35	5	25
145	60	1	0	0	2	8	1	9	19	14	1	5
166	114	6	3	3	3	9	6	11	26	17	3	27
224	26	0	0	1	1	2	0	4	8	6	3	1
226	52	0	0	0	2	3	1	4	14	23	4	1
229	25	0	0	1	3	2	0	3	7	5	2	2
246	13	0	1	1	1	2	1	1	2	3	1	0
248	33	0	0	0	3	3	1	4	9	9	2	2
249	30	1	1	0	3	4	0	4	6	7	2	2
252	75	3	0	5	8	18	2	4	11	11	5	8
254 WHurst Rail Link	31	0	1	2	4	4	0	5	5	5	3	2
254 TWells H Green	39	0	1	3	2	5	1	6	10	5	3	3
256	37	0	0	2	2	3	0	5	10	8	2	5
261	84	0	2	2	4	9	3	11	24	16	1	12
304	93	3	1	5	5	9	7	13	14	10	7	19
312	119	1	1	3	5	13	4	13	45	16	7	11
317	34	1	0	3	4	4	2	1	5	6	2	6
318	66	3	0	3	3	12	3	3	14	13	3	9
326	83	0	1	2	3	3	6	6	27	18	4	13
340-341	171	2	2	6	7	9	11	17	46	31	8	32
342	132	2	2	4	6	11	12	17	37	19	5	17
344	341	3	4	9	14	23	16	37	109	58	14	54
347	88	2	1	4	5	7	7	9	22	10	6	15
349	65	2	0	4	3	10	3	7	14	7	6	9
355	39	3	0	3	5	5	2	3	7	3	3	5
824	69	0	1	2	3	8	0	4	17	17	4	13
Peacehaven Taxi Rider	40	0	0	0	3	1	1	2	8	19	2	4
Seaford Dial a ride	20	0	1	0	2	1	0	1	3	8	2	2
Polegate Taxi Rider	11	0	0	0	1	1	1	0	3	2	1	2
Eastbourne Dial a Ride	26	0	1	0	1	3	1	3	8	4	3	2
Hastings Dial a Ride	44	0	0	2	3	5	1	3	11	10	5	4
Rye area Dial a Ride	34	0	0	2	1	3	2	2	10	6	4	4
Uckfield Rider	15	0	1	0	3	3	0	1	3	2	1	1
Battle Area Taxi Rider	9	0	0	0	1	1	0	0	5	1	1	0
No reply	377	4	3	18	40	60	24	37	64	38	23	66
Total	2546	44	29	85	161	251	144	248	619	488	93	384

Ethnic group of respondents for each service

Service	responses	White British	White other	BAME	Prefer not to say	No reply
7	80	53	0	4	4	19
20,21,22	359	255	7	14	17	66
24	51	30	2	3	6	10
26	305	219	7	6	14	59
27	59	37	0	4	4	14
28	225	163	7	4	8	43
28,29	254	195	6	5	11	37
29	58	37	1	4	5	11
95	149	108	4	3	4	30
96	64	45	2	3	4	10
97	63	45	3	2	4	9
121	94	56	5	1	2	30
123	148	106	5	4	6	27
125/25	144	101	2	2	7	32
126	144	106	2	2	11	23
127	64	44	1	3	3	13
128	97	59	4	2	3	29
129	72	41	2	2	4	23
143	141	95	2	2	8	34
145	60	49	0	1	3	7
166	114	74	2	1	5	32
224	26	15	0	1	3	7
226	52	39	0	2	3	8
229	25	15	0	1	1	8
246	13	9	0	1	1	2
248	33	26	0	1	1	5
249	30	22	0	1	1	6
252	75	51	1	1	4	18
254 WHurst Rail Link	31	20	1	2	3	5
254 TWells H Green	39	22	1	1	6	9
256	37	25	0	1	2	9
261	84	65	2	2	1	14
304	93	56	2	3	9	23
312	119	91	2	2	8	16
317	34	21	0	1	2	10
318	66	43	1	2	4	16
326	83	57	0	2	5	19
340-341	171	117	3	4	8	39
342	132	99	3	4	3	23
344	341	239	5	7	20	70
347	88	59	1	3	7	18
349	65	39	2	3	8	13
355	39	25	0	2	2	10
824	69	49	0	1	3	16
Peacehaven Taxi Rider	40	32	0	1	1	6
Seaford Dial a ride	20	13	0	1	2	4
Polegate Taxi Rider	11	3	0	1	2	5
Eastbourne Dial a Ride	26	18	0	2	2	4
Hastings Dial a Ride	44	28	1	2	5	8
Rye area Dial a Ride	34	22	0	1	3	8
Uckfield Rider	15	11	0	1	1	2
Battle Area Taxi Rider	9	5	0	1	1	2
No reply	377	261	12	5	17	82
Total	2546	1890	51	33	98	474

Disability status of respondents for each service

Service	Total	Yes	No	Prefer not to say	No reply
7	80	19	38	7	16
20,21,22	359	85	190	17	67
24	51	9	25	7	10
26	305	58	173	15	59
27	59	19	22	6	12
28	225	43	124	14	44
28,29	254	40	164	15	35
29	58	14	31	5	8
95	149	33	77	13	26
96	64	15	32	6	11
97	63	12	36	6	9
121	94	14	49	4	27
123	148	30	84	9	25
125/25	144	22	81	10	31
126	144	29	79	13	23
127	64	12	35	5	12
128	97	15	50	4	28
129	72	16	30	2	24
143	141	25	74	11	31
145	60	16	34	1	9
166	114	21	55	6	32
224	26	3	13	5	5
226	52	13	23	4	12
229	25	4	11	4	6
246	13	2	8	1	2
248	33	6	20	1	6
249	30	7	16	1	6
252	75	8	45	9	13
254 WHurst Rail Link	31	6	16	3	6
254 TWells H Green	39	10	18	5	6
256	37	7	18	4	8
261	84	16	48	1	19
304	93	25	38	7	23
312	119	21	74	9	15
317	34	7	16	3	8
318	66	7	41	2	16
326	83	14	44	7	18
340-341	171	35	84	9	43
342	132	25	77	7	23
344	341	57	195	21	68
347	88	19	47	6	16
349	65	16	32	5	12
355	39	3	26	3	7
824	69	11	33	6	19
Peacehaven Taxi Rider	40	15	17	1	7
Seaford Dial a ride	20	7	8	1	4
Polegate Taxi Rider	11	2	3	2	4
Eastbourne Dial a Ride	26	14	5	4	3
Hastings Dial a Ride	44	13	20	3	8
Rye area Dial a Ride	34	8	18	2	6
Uckfield Rider	15	4	8	1	2
Battle Area Taxi Rider	9	3	2	1	3
No reply	377	41	240	19	77
Total	2546	444	1503	118	481

Religious Belief of respondents for each service

Service	Total	Yes	No	Prefer not to say	No reply
7	80	31	15	13	21
20,21,22	359	133	109	44	73
24	51	19	12	9	11
26	305	118	78	42	67
27	59	21	15	8	15
28	225	87	58	34	46
28,29	254	88	94	29	43
29	58	23	13	10	12
95	149	63	34	20	32
96	64	28	14	11	11
97	63	29	13	10	11
121	94	26	28	8	32
123	148	48	49	22	29
125/25	144	52	42	15	35
126	144	54	45	19	26
127	64	21	21	8	14
128	97	21	33	10	33
129	72	16	20	10	26
143	141	52	37	15	37
145	60	25	17	9	9
166	114	31	39	8	36
224	26	6	8	5	7
226	52	20	12	6	14
229	25	6	9	4	6
246	13	1	7	2	3
248	33	13	8	5	7
249	30	12	7	4	7
252	75	19	29	11	16
254 WHurst Rail Link	31	13	7	6	5
254 TWells H Green	39	10	10	12	7
256	37	16	6	6	9
261	84	35	26	3	20
304	93	27	24	18	24
312	119	54	29	18	18
317	34	8	14	4	8
318	66	19	18	9	20
326	83	33	20	9	21
340-341	171	70	33	25	43
342	132	58	32	13	29
344	341	129	90	51	71
347	88	33	23	12	20
349	65	18	22	13	12
355	39	7	16	7	9
824	69	25	19	8	17
Peacehaven Taxi Rider	40	21	9	3	7
Seaford Dial a ride	20	6	6	3	5
Polegate Taxi Rider	11	1	3	3	4
Eastbourne Dial a Ride	26	10	8	4	4
Hastings Dial a Ride	44	19	7	7	11
Rye area Dial a Ride	34	13	7	5	9
Uckfield Rider	15	4	7	2	2
Battle Area Taxi Rider	9	3	2	2	2
No reply	377	113	146	43	75
Total	2546	962	788	281	515

Sexuality of respondents for each service

Service	Total	Bi/ Bisexual	Heterosexual /Straight	Gay woman/ Lesbian	Gay Man	Other	Prefer not to say	No reply
7	80	0	33	0	1	0	17	29
20,21,22	359	5	192	4	4	2	53	99
24	51	0	22	0	2	0	12	15
26	305	2	161	2	4	2	47	87
27	59	0	27	0	1	0	12	19
28	225	1	117	2	3	3	37	62
28,29	254	0	147	2	5	3	39	58
29	58	0	20	0	1	1	17	19
95	149	0	83	0	1	1	22	42
96	64	0	38	0	1	0	11	14
97	63	0	34	0	1	0	12	16
121	94	3	39	0	0	0	19	33
123	148	2	74	1	1	0	32	38
125/25	144	2	72	0	2	0	28	40
126	144	2	68	0	3	1	24	46
127	64	1	35	1	0	0	13	14
128	97	0	43	1	1	1	15	36
129	72	1	24	1	1	1	12	32
143	141	2	58	0	2	2	26	51
145	60	2	34	0	0	0	11	13
166	114	1	45	0	1	0	20	47
224	26	1	5	0	0	0	6	14
226	52	0	24	1	0	0	6	21
229	25	0	9	0	0	0	4	12
246	13	1	3	0	0	0	5	4
248	33	1	17	0	0	0	5	10
249	30	1	13	0	0	0	5	11
252	75	1	38	0	0	0	15	21
254 WHurst Rail Link	31	1	17	0	0	0	8	5
254 TWells H Green	39	0	18	0	0	0	11	10
256	37	0	16	0	0	0	7	14
261	84	1	44	0	3	0	8	28
304	93	0	43	0	0	0	17	33
312	119	0	69	0	3	1	24	22
317	34	1	16	0	0	0	6	11
318	66	0	27	0	0	1	8	30
326	83	0	42	0	0	0	14	27
340-341	171	0	80	0	2	1	23	65
342	132	0	63	1	1	0	23	44
344	341	1	176	1	7	2	53	101
347	88	0	43	2	2	1	15	25
349	65	1	30	1	3	0	14	16
355	39	1	19	0	0	0	9	10
824	69	1	32	0	0	0	11	25
Peacehaven Taxi Rider	40	0	19	0	0	0	7	14
Seaford Dial a ride	20	0	10	0	0	0	3	7
Polegate Taxi Rider	11	0	2	0	0	0	4	5
Eastbourne Dial a Ride	26	1	13	0	1	0	6	5
Hastings Dial a Ride	44	1	19	0	1	0	8	15
Rye area Dial a Ride	34	0	13	0	1	0	8	12
Uckfield Rider	15	1	6	0	0	0	3	5
Battle Area Taxi Rider	9	0	3	0	1	0	2	3
No reply	377	0	214	0	3	2	53	105
Total	2546	14	1366	10	27	14	360	755

Maternity status of respondents for each service

Service	Total	Yes	No	Prefer not to say	No reply
7	80	0	38	9	33
20,21,22	359	3	229	28	99
24	51	0	32	7	12
26	305	1	190	27	87
27	59	0	35	8	16
28	225	2	143	19	61
28,29	254	1	188	11	54
29	58	1	33	9	15
95	149	0	93	12	44
96	64	0	43	6	15
97	63	0	40	6	17
121	94	0	54	7	33
123	148	0	104	12	32
125/25	144	2	90	12	40
126	144	1	84	14	45
127	64	0	41	7	16
128	97	0	57	6	34
129	72	0	38	5	29
143	141	0	75	13	53
145	60	0	45	4	11
166	114	1	63	7	43
224	26	0	11	5	10
226	52	0	30	4	18
229	25	0	12	4	9
246	13	0	9	2	2
248	33	0	21	2	10
249	30	0	21	2	7
252	75	0	48	8	19
254 WHurst Rail Link	31	0	22	3	6
254 TWells H Green	39	0	19	9	11
256	37	0	17	6	14
261	84	0	57	3	24
304	93	0	56	9	28
312	119	1	82	13	23
317	34	0	18	4	12
318	66	0	37	7	22
326	83	1	48	8	26
340-341	171	1	100	15	55
342	132	1	84	13	34
344	341	2	209	31	99
347	88	0	53	10	25
349	65	0	40	11	14
355	39	1	21	7	10
824	69	0	38	5	26
Peacehaven Taxi Rider	40	0	21	5	14
Seaford Dial a ride	20	0	12	3	5
Polegate Taxi Rider	11	0	3	3	5
Eastbourne Dial a Ride	26	0	17	3	6
Hastings Dial a Ride	44	0	24	6	14
Rye area Dial a Ride	34	0	18	4	12
Uckfield Rider	15	0	9	2	4
Battle Area Taxi Rider	9	0	4	2	3
No reply	377	5	245	28	99
Total	2546	19	1634	160	733

Marital status of respondents for each service

Service	Total	Yes	No	Prefer not to say	No reply
7	80	25	14	17	24
20,21,22	359	111	129	33	86
24	51	9	17	13	12
26	305	93	103	34	75
27	59	11	18	14	16
28	225	74	71	29	51
28,29	254	102	80	28	44
29	58	13	16	13	16
95	149	53	43	19	34
96	64	20	17	13	14
97	63	17	19	12	15
121	94	29	20	12	33
123	148	57	40	20	31
125/25	144	57	36	16	35
126	144	60	29	23	32
127	64	26	12	11	15
128	97	40	15	8	34
129	72	24	11	6	31
143	141	53	32	18	38
145	60	26	19	6	9
166	114	39	19	16	40
224	26	7	3	7	9
226	52	20	10	8	14
229	25	8	4	7	6
246	13	3	4	4	2
248	33	9	5	10	9
249	30	8	6	8	8
252	75	26	18	14	17
254 WHurst Rail Link	31	8	9	9	5
254 TWells H Green	39	14	6	11	8
256	37	11	6	8	12
261	84	33	25	6	20
304	93	31	23	15	24
312	119	46	34	19	20
317	34	11	6	7	10
318	66	27	13	7	19
326	83	29	25	9	20
340-341	171	59	51	16	45
342	132	39	45	17	31
344	341	134	88	42	77
347	88	23	28	14	23
349	65	19	20	13	13
355	39	11	9	10	9
824	69	18	19	8	24
Peacehaven Taxi Rider	40	15	10	5	10
Seaford Dial a ride	20	7	6	3	4
Polegate Taxi Rider	11	2	1	4	4
Eastbourne Dial a Ride	26	7	10	5	4
Hastings Dial a Ride	44	10	16	7	11
Rye area Dial a Ride	34	15	6	4	9
Uckfield Rider	15	7	3	2	3
Battle Area Taxi Rider	9	3	1	2	3
No reply	377	152	93	42	90
Total	2546	985	723	231	607

Appendix D - Individuals Survey

This appendix contains a summary of the results for the Individuals survey. Communication is a key success factor of any consultation and a wide range of methods and mediums were used to publicise and support the consultation. This included Your County', our residents' Magazine, Press releases, The County Council's consultation hub website, Advertisements in the local media, Social media (i.e. Facebook and Twitter). In total 2546 responses were received to the individuals' survey (1170 on line and 1376 paper).

Section 1 of this appendix contains a summary of the results for the individuals survey. For ease of reading these findings follow the order of the questions in the survey. Detailed tables of results are included in Section 2. A transcript of the comments that were provided is available on request.

1. Summary of findings

Providing bus services to meet the needs of the people of East Sussex is important to us. We wanted to hear what people had to say about our plan and our ideas for changing the supported bus network before we made any decisions.

In the survey we explained that we had reviewed a wide range of information to help us understand the needs of our communities. This understanding of need has led to the development of our Vision and four priorities (our plan) for how Public Transport Services might be provided in the future.

We asked respondents to tell us what they thought about our plan. 1,648 respondents provided their comments. The following were the top four issues raised by respondents:

- The strategy limits options to travel by bus (433 comments)
- The strategy doesn't offer the level of service the community would like (432 comments)
- A 2 day a week service is not enough (216 comments)
- The strategy will lead to an increased usage of cars (211 comments)

"Soon will be unable to drive and will use the local bus more. As getting older will be unable to walk to town and not be able to carry shopping far. If only every 2 hours this will make it very difficult."

"Rural bus services are vital for practical, health and emotional reasons, and should not be cut."

"The proposals of the plan may suit the budget. But perhaps the budget itself is too little. Money set aside for new roads could well be used for Public Transport Services. Both new roads and a cut in services will bring more cars on to the roads, an outcome which would not be environmentally friendly. Job-seekers require transport or else face sanctions. The health and well-being of the elderly is much improved by being out and about, so reducing health services cuts. Please re-consider your plan in the light of these comments."

We also explained that around 80% of the bus journeys in East Sussex are taken on the bus network that is provided by commercial bus operators and around 20% on the supported bus network (this is supported financially by the County Council). We explained about the changes that we are proposing to make to some of these supported services and again asked respondents if they had any comments to make about our proposals for the supported bus network. The following were the top four issues raised by 1,548 respondents:

- Evening and Sunday services should not be removed (222 comments)
- The proposals would impact on vulnerable people (197 comments)
- A 2 hourly service isn't adequate to meet residents requirements (188 comments)
- A service 2 days a week is not an acceptable proposal (186 comments)

“The less frequent a service is, the less useful it is. For isolated, elderly or disabled people buses are a lifeline. If services operate only 2 days a week, what do people do the rest of the week? Price increases will damage families with children, especially those with school children.”

“Two hourly services would be inconvenient but preferable to no service at all.”

“It is probably reasonable to reduce to terminate financial support for evening/Sunday services, and dial a ride but cutting other journeys to two days is not. More effort needs to be given to promoting bus travel.”

In question 3 we explained that we were proposing a 30% increase in fares on the bus services that we will continue to support financially. We asked respondents to tell us how they felt about this proposal.

- over half (55%) would not be happy to support this increase
- over half (54%) did not agree that it was a reasonable proposal
- a quarter (26%) understand why this increase is necessary.

We wanted to find out about the impact of our proposals for each of the 52 supported services that could be affected. We asked respondents to select the services they used before answering questions about them. The number of responses received for each service is as follows:

Responses	Service number
80	7 Hastings Town Service
359	20,21,22 Ore-Hollington
51	24 Hastings-Silverhill
305	26 Hastings-Conquest Hospital
59	27 Hastings Town Service
225	28 Hastings-Conquest Hospital
254	28,29 T. Wells – Brighton
58	29 Hastings Town Service
149	95 Bexhill-Conquest Hospital
64	96 Bexhill Town Service
63	97 Bexhill Town Service
94	121 Lewes-Newick
148	123 Lewes-Newhaven
144	125/25 Barcombe-Alfriston
144	126 Eastbourne-Seaford
64	127 Lewes-Landport Estate
97	128 Lewes-Nevill Estate
72	129 Lewes-Winterbourne
141	143 Lewes- Eastbourne
60	145 Newhaven Town Service
114	166 Lewes-Haywards Heath
26	224 Wadhurst-Crowborough
52	226 Crowborough Local Service
25	229 T. Wells-Rotherfield
13	246 Uckfield-Fletching
33	248 Uckfield Local Service

Responses	Service number
30	249 Uckfield Local Service
75	252 Heathfield-T Wells
31	254 Wadhurst Rail Link
39	254 T. Wells – Hurst Green
37	256 Wadhurst-T Wells
84	261 East Grinstead-Uckfield
93	304 Hawkhurst-Hastings
119	312 Rye-Tenterden
34	317 Heathfield Town Service
66	318 Hurst Green - Uckfield
83	326 Rye Local Service
171	340- 341 Hastings-Tenterden
132	342 Hastings-Rye
341	344 Hastings-Northiam
88	347 Hastings-Pett
65	349 Hastings-Hawkhurst
39	355 Heathfield- Battle
69	824 Village Rider
40	Peacehaven Taxi Rider
20	Seaford Dial a Ride
11	Polegate Taxi Rider
26	Eastbourne Dial a Ride
44	Hastings Dial a Ride
34	Rye Area Dial a Ride
15	Uckfield Rider
9	355 Battle Area Taxi Rider

It should be noted that 6 respondents selected all 52 services in their response.

As outlined in the objectives for this consultation we needed to identify any areas where our suggested course of action could have a negative impact on the community. Therefore we needed to find out how and why people are using supported bus services and what difference our proposed changes would make to respondents lives.

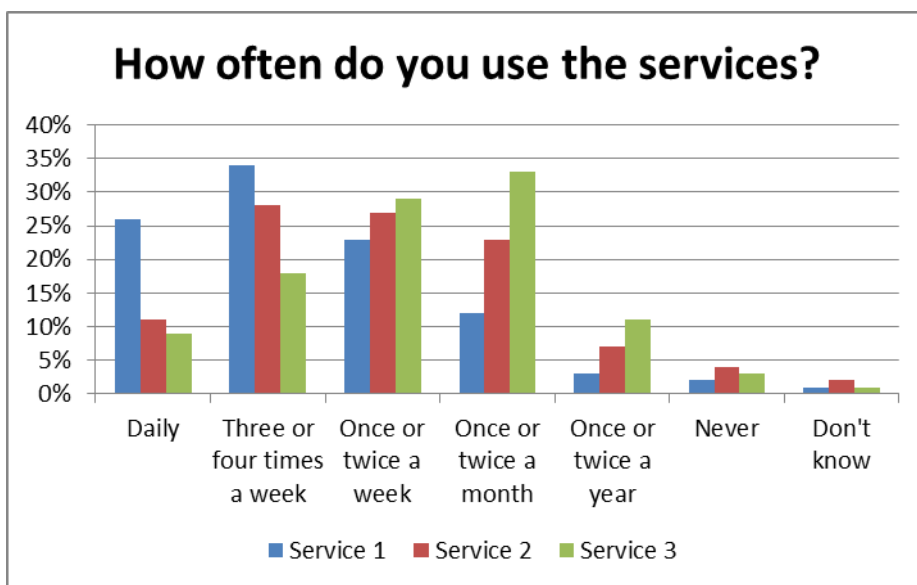
Further analysis of the results has been carried out for each individual bus service to see if there are any differences in who is using a bus service and why. Detailed tables of results by bus service are included in Appendix C. A summary of the findings for all respondents is included below.

When looking at how often respondents use a bus service, the findings show that:

- a quarter (26%) of respondents use a bus on a daily basis
- a third (34%) three or four times a week, and
- a third (32%) once or twice a week

As respondents could answer questions about more than one service we were able to see how many respondents used more than one service and if there was any difference in how the services were used. 2,242 respondents provided details about the first service they used, 711 about the second and 241 about the third.

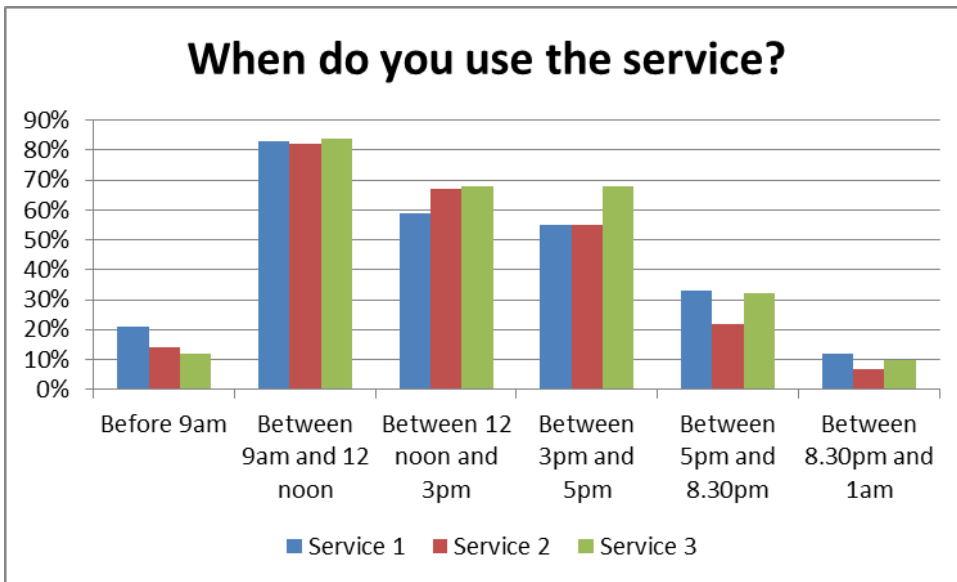
The findings show that frequency of use differed between these services as illustrated by the chart below:



When looking at the times of day respondents used bus services the findings show that:

- a fifth (21%) travel before 9am,
- four fifths (83%) travel between 9am and 12 noon,
- three fifths (59%) between 12 noon and 3pm,
- just over half (55%) between 3pm and 5pm,
- a third (33%) between 5pm and 8.30pm, and
- just over a fifth (12%) between 8.30pm and 1am

There is little difference in the times of day that the three services were used as shown by the chart below:



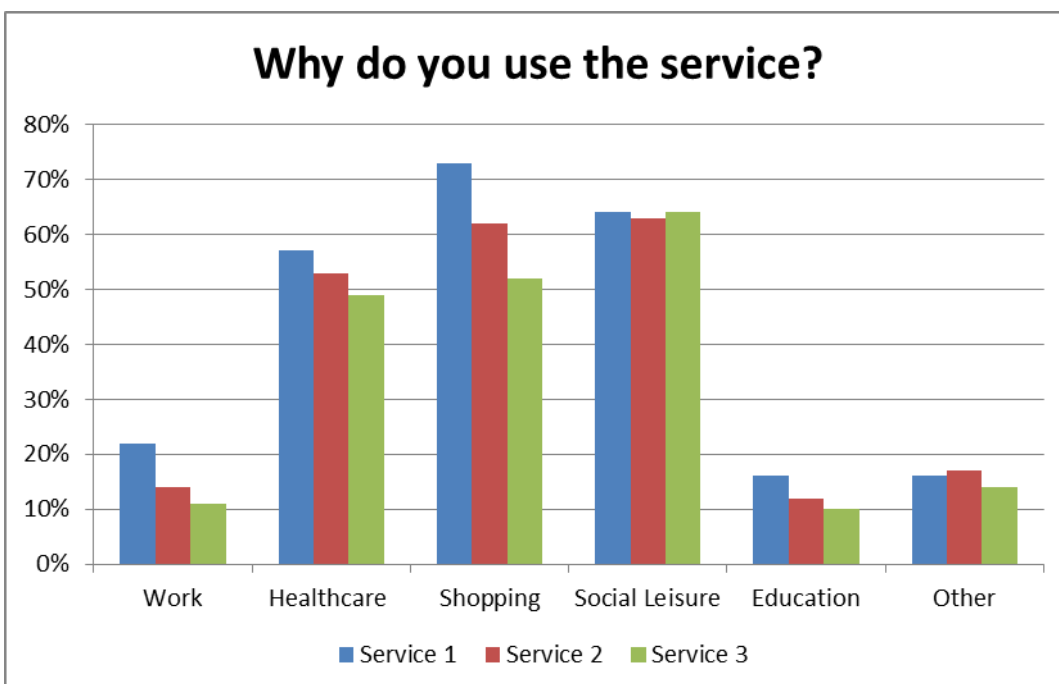
We asked respondents to tell us why they use a bus service. The findings show that:

- nearly three quarters (73%) use a bus for Shopping,
- nearly two thirds (64%) use a bus for Social/Leisure
- nearly two fifths (57%) to get to Healthcare appointments
- a fifth (22%) use a bus to travel to work, and
- nearly a fifth (16%) for education.

Other reasons for using a bus included:

- Visiting friends and relatives (93 comments)
- Caring responsibilities (53 comments)
- Connecting to railway stations or other bus services (51 comments)

The findings also show that there is a difference in the reasons for using a bus service when more than one service is used as illustrated by the chart below:



We also wanted to know if respondents had access to any forms of transport other than the bus. It should be noted that nearly a third of survey respondents chose not to answer this question. The findings show that:

- nearly half (48%) of those who responded had access to a car, as the driver,
- over a quarter had access to a car, as the passenger (28%)
- over a quarter (27%) to a Taxi
- a tenth (12%) had access to a bicycle.
- nearly a fifth (16%) told us they had access to other forms of transport.

Over 800 respondents provided details of the other forms of transport they had access to. These comments covered the following topics rather than details of an alternative mode of transport:

- not having access to any other forms of transport (295 comments)
- explanatory comments about the answer to the question (175 comments)
- taxis are too expensive (93 comments)

In question 9a, 9b and 9c we asked respondents to tell us about the difference the change that we are suggesting would make to their life. 2,924 responses were given to this question, the top four issues respondents told us about were:

- any changes would reduce the quality of their life (882 comments)
- any changes would affect future travel options (710 comments)
- any changes would affect medical appointments (661 comments)
- the respondent had no other means of transport (386 comments)

“In the near future I expect to be unable to drive. The proposals you suggest will make my life very difficult and probably housebound, which concerns me greatly.”

“Not so many buses to take me to where I need to go and maybe longer waits for and between appointments.”

“A good bus service is essential for the life and vitality of rural areas. The service is vital for workers, school children, parents and elderly. If you have a car you could lose this due to illness or old age. It is very costly hiring taxis for every occasion they are required. You will be squeezing the lifeline for hundreds of people in this area.”

“These buses are my only form of transport. I use them regularly to get around the town for various reasons, including in the evenings. If they were cut as proposed, I would be severely affected as I would not be able to travel. I cannot afford a taxi and do not have a car. You seem to be making these cuts in the belief that people could use other forms of transport: in most cases, they couldn't. It is incredibly shortsighted and targets the poorest people in our society.”

In Question 10 we asked respondents for their comments about our proposal to replace some public ‘open door’ school bus routes with a ‘closed door’ arrangement and to increase the cost of a weekly ticket. This proposal would affect pupils who currently attend Heathfield Community College, Ringmer Community College and Uplands Community College. 505 respondents provided comments in response to this question.

The main issues raised were:

- the increase in cost - it could cause financial hardship (98 comments) and it was too much (34 comments)
- the proposal could limit the choice of school (72 comments)
- services should be open to all (36 comments)

“They're kids, they're going to school. Who cares if it's not the nearest one? Stop making it harder for children to get an education.”

“I think that your proposed fare increases could place huge pressure on family budgets, especially for those families in receipt of benefits or on a low income. For some people buying a termly ticket may not be an option.”

“This would further curtail the availability for general public who also use present system for getting, for example, to the train station.”

Question 11 gave respondents the opportunity to provide any other comments that they wanted to make about the strategy and the proposals for the supported bus network. 1,017 respondents took this opportunity to tell us:

- They felt the proposals would have a negative impact on the vulnerable (219 comments)
- Their ideas for how services could be provided (151 comments)
- What they thought about the consultation (134 comments)
- That we should keep services as they are (125 comments)

“The supported bus network is very important to me and my wife. Being retired and conscious of our need to remain active and reduce our use of the car.”

“I do hope you will take note of what people have written and not ignore them and do what you want regardless. If some buses are not used to their full capacity, put smaller buses on. Don't just leave people, especially elderly people, stranded in their homes unable to get out to socialise.”

“I think ESCC should consider other alternatives, the bus company could perhaps increase its support of some services - it makes quite a large profit.”

Communication is a key success factor of any consultation, in Question 12 we asked respondents to tell us how they found out about the consultation. The findings show that:

- A quarter (26%) found out about the consultation on the bus (579 respondents)
- A quarter (25%) found out from another person (553 respondents)
- Nearly a fifth (18%) found out in the newspaper (389 respondents), and
- Nearly a fifth (16%) from the Library (347 respondents)

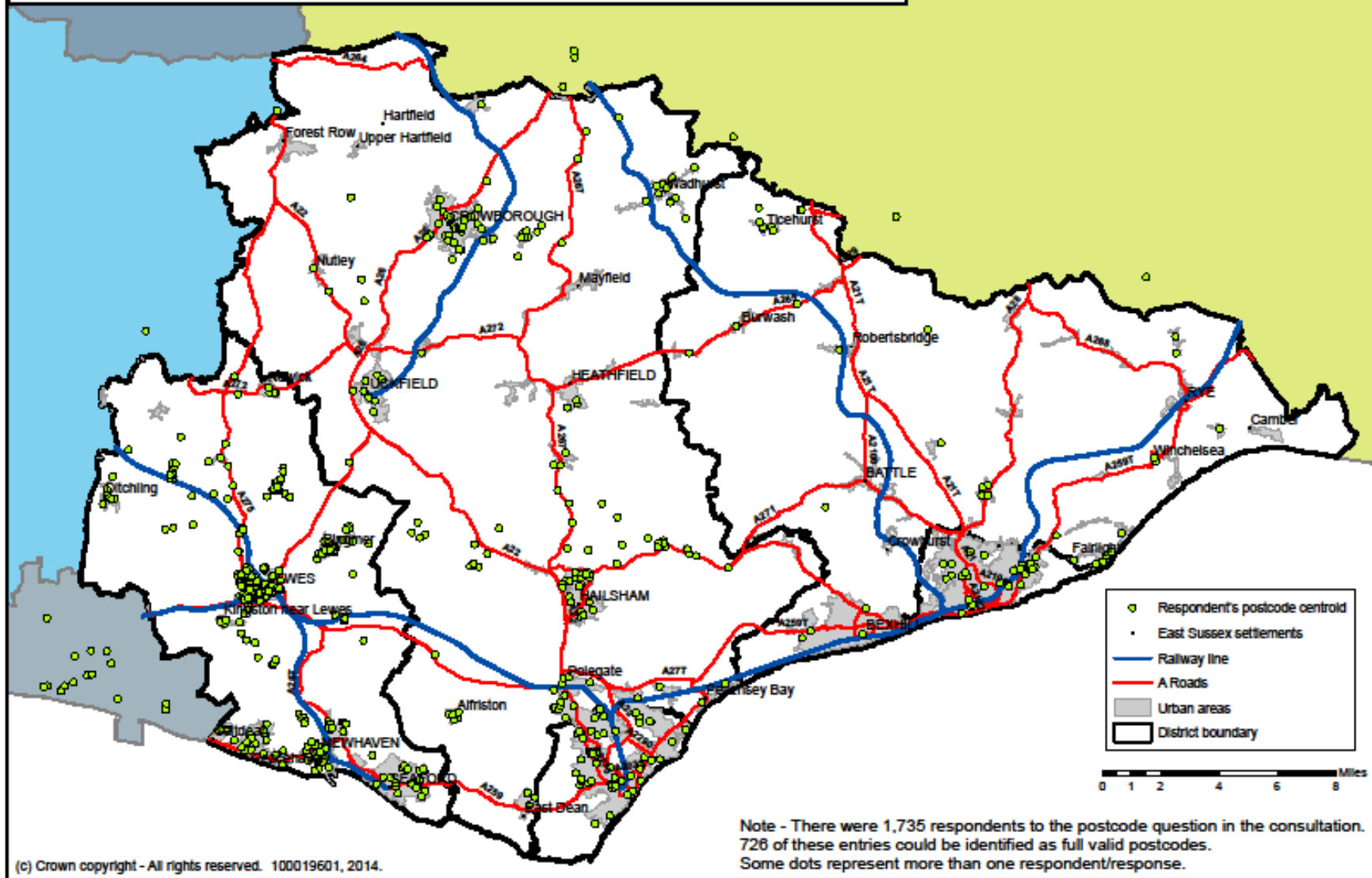
370 respondents provided us with details of other ways they had found out about the consultation, these included:

- From an organisation or community group (70 responses)
- An option that was already included on the survey (60 responses)
- From an MP or Political Party (47 responses)
- In a newsletter (46 responses)

In the final section of the survey we asked respondents some questions about themselves. These twelve questions help us ensure that everyone is treated fairly and equally and no one gets left out. We are aware that survey respondents find these questions intrusive and unnecessary and they are therefore optional questions. Around two thirds of respondents chose to answer these questions. Detailed tables of results for these twelve questions are included in the Section 2 and Appendix C details use of service by these different characteristics.

The findings show that more women than men took part in the survey, (1,402 female respondents compared with 691 male respondents) and that half of the respondents are over 60 years of age (1355 respondents). Respondents from outside of East Sussex also took part in the survey as shown on the map below.

Respondents to the Individuals Bus Changes Consultation



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2. Detailed tables of responses

Q1. Do you have any comments to make about our plan?

Base 1648 respondents	comments	%
1.Understand the plan and the need to make savings	40	2%
2.Agree with the plan	49	2%
3.The plan doesn't offer the level of service that the community would like	432	18%
4.The plan limits options to travel by bus	433	18%
5.The plan will lead to increased usage of cars	211	9%
6.The plan will lead to a negative impact on the economy/tourism	63	3%
7.The plan assumes a 9 to 5 working pattern	105	4%
8.Reducing the frequency of services will make available buses busier	14	1%
9.Reducing the frequency will make services less attractive/reliable	32	1%
10.The plan will increase social isolation	120	5%
11.ESCC should increase investment in bus services not reduce it	132	5%
12.A 2 day a week service is not enough	216	9%
13.Comments about dial a ride services	13	1%
14.Comments about the concessionary fare scheme	52	2%
15.Comments that aren't relevant to the question	93	4%
16.Other	139	6%
17.Shouldn't cut services to hospitals/healthcare	118	5%
18.Keep things as they are	55	2%
19.Comments about increase in fares	23	1%
20.Reduce costs elsewhere	32	1%
21.Comments about services to schools	52	2%
Total number of issues	2424	100%

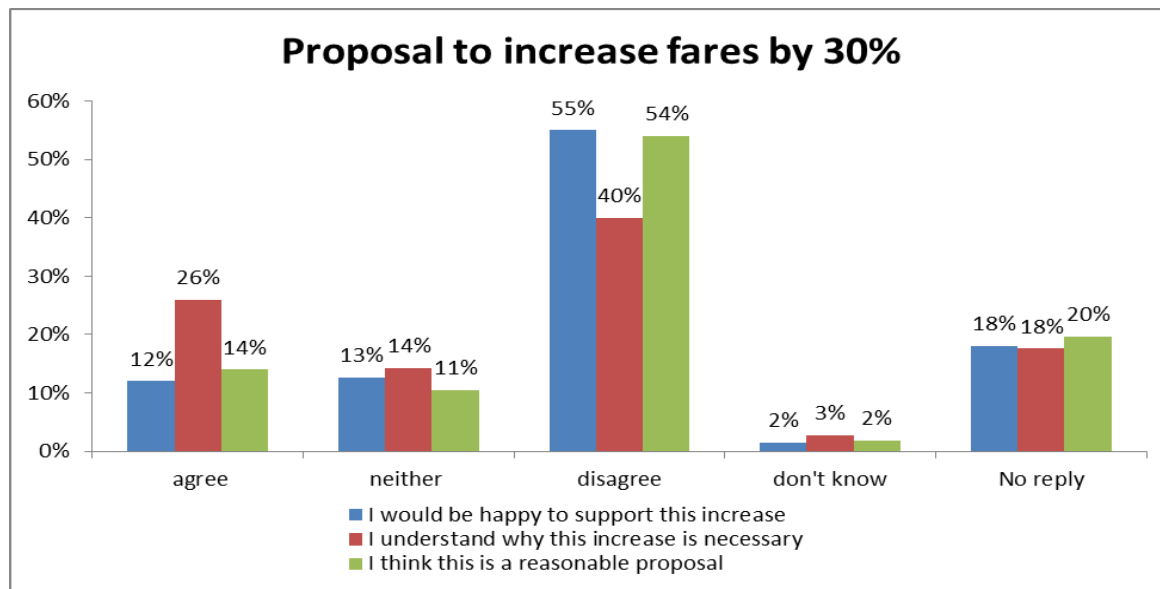
NB some respondents comments related to more than one issue.

Q2. Do you have any comments to make about our proposals for the supported bus network?

Base 1548 respondents	comments	%
1.Do not agree with the proposals	90	4%
2.Proposals would increase isolation/deprivation	88	4%
3.Proposals would reduce options to travel by bus	119	6%
4.Proposals would limit options to access education	102	5%
5.Reducing the frequency will make services less attractive/reliable	46	2%
6.Proposals would lead to increased use of cars	66	3%
7.Proposals would impact on vulnerable people	197	9%
8.Proposals would have a negative impact on economy/tourism	42	2%
9.ESCC should increase support not reduce it	77	4%
10.Evening and Sunday services should not be removed	222	10%
11.Consider a contribution to fares from concessionary pass holders	39	2%
12.Comment same as or similar to the comment respondent gave in Q1	117	5%
13.A service 2 days a week is not an acceptable proposal	186	9%
14.A 2 hourly service isn't adequate to meet respondents requirements	188	9%
15.Don't agree with an increase in fares	50	2%
16.Support/Agree with proposals	28	1%
17.Comments that aren't relevant to the question	76	4%
18.Proposals would limit access to and from healthcare facilities	120	6%
19.Proposals would limit access to and from work	74	3%
20.Suggestions for how to provide services	144	7%
21.Other	71	3%
Total number of issues	2142	100%

Q3. How do you feel about the proposal to increase fares by 30%?

Base 2546 respondents	strongly agree	agree	neither	disagree	strongly disagree	don't know	No reply
I would be happy to support this increase	55	256	321	494	923	37	460
	2%	10%	13%	19%	36%	2%	18%
I understand why this increase is necessary	102	551	364	410	601	69	449
	4%	22%	14%	16%	24%	3%	18%
I think this is a reasonable proposal	59	298	268	480	895	45	501
	2%	12%	11%	19%	35%	2%	20%



Q4 Which of these do you use?

Responses	Service number
80	7 Hastings Town Service
359	20,21,22 Ore-Hollington
51	24 Hastings-Silverhill
305	26 Hastings-Conquest Hospital
59	27 Hastings Town Service
225	28 Hastings-Conquest Hospital
254	28,29 T. Wells – Brighton
58	29 Hastings Town Service
149	95 Bexhill-Conquest Hospital
64	96 Bexhill Town Service
63	97 Bexhill Town Service
94	121 Lewes-Newick
148	123 Lewes-Newhaven
144	125/25 Barcombe-Alfriston
144	126 Eastbourne-Seaford
64	127 Lewes-Landport Estate
97	128 Lewes-Nevill Estate
72	129 Lewes-Winterbourne
141	143 Lewes- Eastbourne
60	145 Newhaven Town Service
114	166 Lewes-Haywards Heath
26	224 Wadhurst-Crowborough
52	226 Crowborough Local Service
25	229 T. Wells-Rotherfield
13	246 Uckfield-Fletching
33	248 Uckfield Local Service

Responses	Service number
30	249 Uckfield Local Service
75	252 Heathfield-T Wells
31	254 Wadhurst Rail Link
39	254 T. Wells – Hurst Green
37	256 Wadhurst-T Wells
84	261 East Grinstead-Uckfield
93	304 Hawkhurst-Hastings
119	312 Rye-Tenterden
34	317 Heathfield Town Service
66	318 Hurst Green - Uckfield
83	326 Rye Local Service
171	340- 341 Hastings-Tenterden
132	342 Hastings-Rye
341	344 Hastings-Northiam
88	347 Hastings-Pett
65	349 Hastings-Hawkhurst
39	355 Heathfield- Battle
69	824 Village Rider
40	Peacehaven Taxi Rider
20	Seaford Dial a Ride
11	Polegate Taxi Rider
26	Eastbourne Dial a Ride
44	Hastings Dial a Ride
34	Rye Area Dial a Ride
15	Uckfield Rider
9	355 Battle Area Taxi Rider

Q5. How often do you use this service?

	Daily	Three or four times a week	Once or twice a week	Once or twice a month	Once or twice a year	Never	Don't know	Total responses
Service 1	575	763	510	263	78	54	31	2242
	26%	34%	23%	12%	3%	2%	1%	
Service 2	76	196	193	165	53	26	13	711
	11%	28%	27%	23%	7%	4%	2%	
Service 3	22	44	71	80	26	7	2	241
	9%	18%	29%	33%	11%	3%	1%	

Q6. What times of day do you use this service?

	Before 9am	Between 9am and 12 noon	Between 12 noon and 3pm	Between 3pm and 5pm	Between 5pm and 8.30pm	Between 8.30pm and 1am	Total responses
Service 1	465	1795	1275	1196	716	267	2166
	21%	83%	59%	55%	33%	12%	
Service 2	92	555	451	371	151	48	675
	14%	82%	67%	55%	22%	7%	
Service 3	28	188	153	153	73	22	225
	12%	84%	68%	68%	32%	10%	

Q7. Why do you use this service?

	Work	Healthcare appointments	Shopping	Social Leisure	Education	Other	Total responses
Service 1	494	1258	1605	1414	347	341	2200
	22%	57%	73%	64%	16%	16%	
Service 2	99	362	428	434	81	116	689
	14%	53%	62%	63%	12%	17%	
Service 3	26	114	120	147	24	33	231
	11%	49%	52%	64%	10%	14%	

Q7a, Q7b, Q7c - Other reasons for using the bus

Base 427 respondents	comments	%
1. When own car is unavailable	4	1%
2. Visiting friends or relatives	93	20%
3. Travelling to other public transport hubs	51	11%
4. Voluntary work	45	10%
5. Appointments or banking	48	10%
6. Caring responsibilities	53	11%
7. Religious service or duties	42	9%
8. Library	13	3%
9. Health or age limitations	2	0%
10. No other form of transport	2	0%
11. Go to day care centre	2	0%
12. Search for work	1	0%
13. Other reasons	15	3%
14. Comment not relevant to question	32	7%
15. Reason given already included in survey answers	64	14%
Total number of issues	467	100%

Q8. Do you have access to any forms of transport other than the bus?

	Car, as the driver	Car, as the passenger	Taxi	Bicycle	Motorcycle	Other	Total responses
Service 1	690	406	388	172	11	231	1435
	48%	28%	27%	12%	1%	16%	
Service 2	144	98	126	30	1	80	392
	37%	25%	32%	8%	0%	20%	
Service 3	29	26	33	6	0	31	104
	28%	25%	32%	6%	0%	30%	

Q9a, Q9b, Q9c impact of changes

Base 2924 responses	comments	%
1. Have no other means of transport	386	9%
2. Would use car more	211	5%
3. Have mobility issues due to disability, age or health	213	5%
4. Would cause social isolation in the community	199	5%
5. Would affect future travel options	710	16%
6. Would increase cost of travel	295	7%
7. Would reduce quality of life	882	20%
8. Less buses would mean better traffic flow	2	0%
9. More buses are required	78	2%
10. Would affect medical appointments	661	15%
11. Would affect options to travel to work	283	6%
12. Would affect options to travel to school or education	147	3%
13. Would impact on local economy	55	1%
14. Other	195	4%
15. Proposals would make little or no difference to me	72	2%
Total issues raised	4389	100%

NB some respondents comments related to more than one issue. All comments are included section 4

Q10. Do you have any comments to make about the proposal to replace public 'open door' school bus routes with 'closed door arrangements'?

Base 505 responses	comments	%
1. Increase in cost could cause financial hardship	98	16%
2. Proposal could limit choice of school	72	12%
3. Proposal could lead to increased use of cars	20	3%
4. Proposal could have a negative impact on students in rural areas	26	4%
5. Proposal could reduce opportunity to take part in after school activities	13	2%
6. Services should be open to all	36	6%
7. Proposed increase is too much	34	6%
8. Wouldn't be affected by the proposal	64	11%
9. Disagree with the proposal	61	10%
10. Comment not relevant to the proposal	64	11%
11. Other	70	12%
12. Support/Agree with proposal	25	4%
13. Same as previous comments	5	1%
14. Parents should pay if don't choose nearest school	13	2%
Total number of issues	601	100%

NB some respondents comments related to more than one issue.

Q11. Are there any other comments that you would like to make?

Base 1017 responses	comments	%
1. Invest in services don't reduce them	106	8%
2. Suggestions for how services could be provided	151	12%
3. Save money in other areas of the council	36	3%
4. Don't reduce travel options by bus	73	6%
5. Negative impact on the vulnerable	219	17%
6. Comments about the consultation	134	11%
7. ESCC should be encouraging sustainable transport options	106	8%
8. Concessionary pass holders prepared to pay towards the service	52	4%
9. Keep services as they are	125	10%
10. 30% increase in fares is unacceptable	50	4%
11. Reduction in services could increase isolation	41	3%
12. Other	102	8%
13. Comments not relevant to the proposals	47	4%
14. Would support a rise in council tax to pay for buses	17	1%
Total issues raised	1259	100%

NB some respondents comments related to more than one issue.

Q12. How did you find out about this consultation?

Base 2222 respondents	responses	%
In a newspaper	389	18%
A poster	144	6%
A Library	347	16%
The County Council website/Have Your Say hub	124	6%
Other website	81	4%
On the radio	56	3%
A leaflet	188	8%
On the bus	579	26%
A district or borough council website	47	2%
Other*	254	11%
Via Social Media (e.g. Facebook, Twitter etc)	160	7%
Your County, residents magazine	238	11%
An invitation or personal letter	97	4%
Another person	553	25%

Q12a. Other methods

Base 370 responses	comments	%
1. Survey option	60	16%
2. MP or political party	47	13%
3. Local council or councillor	35	9%
4. Meeting	12	3%
5. Door drop or personal email	17	5%
6. Newsletter	46	12%
7. Poster/Public notice	12	3%
8. Organisation or group	70	19%
9. Other	6	2%
10. Comment not relevant	6	2%
11. TV	16	4%
12. School or College	43	12%
Total	370	100%

Q13. Are you Male or Female?

Base 2546 respondents	number	%
Male	691	27%
Female	1402	55%
Prefer not to say	81	3%
No reply	372	15%
Total	2546	100%

Q14. Do you identify as a transgender or trans person?

Base 2546 respondents	number	%
Yes	12	1%
No	1529	60%
Prefer not to say	164	6%
No reply	841	33%
Total	2546	100%

Q15. Which of these age groups do you belong to?

Base 2546 respondents	number	%
under 18	44	2%
18-24	29	1%
25-34	85	3%
35-44	161	6%
45-54	251	10%
55-59	144	6%
60-64	248	10%
65-74	619	24%
75+	488	19%
Prefer not to say	93	4%
No reply	384	15%
Total	2546	100%

Q16. What is your postcode 1,746 responses – 726 confirmed as valid postcodes.

Q17. To which of these ethnic groups do you feel you belong?

Base 2546 respondents	number	%
White British	1890	74%
White Irish	15	1%
White Gypsy/Roma	1	0%
White Irish Traveller	0	0%
White other*	35	1%
Mixed White and Black Caribbean	4	0%
Mixed White and Black African	4	0%
Mixed White and Asian	6	0%
Mixed other*	5	0%
Asian or Asian British Indian	0	0%
Asian or Asian British Pakistani	0	0%
Asian or Asian British Bangladeshi	2	0%
Asian or Asian British other*	0	0%
Black or Black British Caribbean	2	0%
Black or Black British African	0	0%
Black or Black British other*	0	0%
Arab	1	0%
Chinese	2	0%
Other ethnic group*	7	0%
Prefer not to say	98	4%
No reply	474	19%
Total	2546	100%

Q18. Do you consider yourself to be disabled?

Base 2546 respondents	number	%
Yes	444	17%
No	1503	59%
Prefer not to say	118	5%
No reply	481	19%
Total	2546	100%

Q19. If you answered yes to Q18 please tell us the type of impairment

Base 516 respondents	number	%
Physical impairment	249	48%
Sensory impairment (hearing and sight)	132	26%
Long standing illness or health condition	195	38%
Mental health condition	59	11%
Learning disability	24	5%
Prefer not to say	39	8%
Other*	64	12%

NB - respondents could select more than one response. Responses received for 'Other' impairments related to conditions that were already included in the answer options for the question.

Q20. Do you regard yourself as belonging to any particular religion or belief?

Base 2546 respondents	number	%
Yes	962	38%
No	788	31%
Prefer not to say	281	11%
No reply	515	20%
Total	2546	100%

Q21. If you answered yes to Q20 which one?

Base 988 respondents	number	%
Christian	909	92%
Buddhist	13	1%
Hindu	1	0%
Jewish	7	1%
Muslim	3	0%
Sikh	2	0%
Any other religion*	53	5%
Total	988	100%

Other religions included Quaker, Humanist, Jehovah Witness, Wiccan, Spiritualist, Pagan and Jedi

Q22. Are you ...

Base 2546 respondents	number	%
Bi/Bisexual	14	1%
Heterosexual/Straight	1366	54%
Gay woman/Lesbian	10	0%
Gay Man	27	1%
Other	14	1%
Prefer not to say	360	14%
No reply	755	30%
Total	2546	100%

Q23. Are you currently pregnant or have you been pregnant in the last year?

Base 2546 respondents	number	%
Yes	19	1%
No	1634	64%
Prefer not to say	160	6%
No reply	733	29%
Total	2546	100%

Q24. Are you married or in a civil partnership?

Base 2546 respondents	number	%
Yes	985	39%
No	723	28%
Prefer not to say	231	9%
No reply	607	24%
Total	2546	100%

Q25. Would you be happy for us to contact you? – 1065 contact details provided.

If you would like to see the comments that respondents provided to the open ended questions please email busconsultations@eastsussex.gov.uk

Appendix E- Organisations survey

This appendix contains a summary of the results for the Organisations survey. An invitation to take part in the survey for organisations was emailed or posted to a wide range of community groups in East Sussex which included all county, district and borough, town and parish councils. These community groups were also provided with briefing notes and supporting information about the consultation together with copies of the individuals survey that they could distribute.

96 responses were received. 94 via the online survey for Organisations and 2 on paper. Section 1 of this appendix contains a summary of the results for the organisations survey. For ease of reading these findings follow the order of the questions in the survey. Detailed tables of results are included in Section 2 and a list of respondents is included in Section 3. A transcript of the written comments is available on request.

1. Summary of findings

Providing bus services to meet the needs of the people of East Sussex is important to us. We wanted to hear what organisations had to say about our plan and our ideas for changing the supported bus network before we made any decisions.

In the survey we explained that we had reviewed a wide range of information to help us understand the needs of our communities. This understanding of need has led to the development of our Vision and four priorities (our plan) for how Public Transport Services might be provided in the future.

We asked respondents to tell us what they thought about our plan. 86 respondents provided their comments. The top three issues that they were concerned about included:

- The strategy limits options to travel by bus (35 respondents)
- The strategy doesn't offer the level of service the community would like (18 comments)
- Shouldn't cut services to hospitals (17 comments)

"I feel these plans do not allow for an integrated transport system leaving many families isolated. It will have an impact on the economic environment. With services ceasing early in the evening organisations such as our may well cease to provide a service as those using our services may well decline."

"strongly object to the proposed changes in particular those concerning the 126 and Seaford Dial-a-Ride services. Once again the elderly, sick and disabled are being put at risk, with links between Seaford and Alfriston being threatened and also the primary route to Eastbourne District General Hospital. This will mean that certain people are unable to attend hospital appointments on specific days or times, especially those unable to travel themselves or mobile enough to use two buses."

In question 2 we explained that around 80% of the bus services in East Sussex are taken on the bus network that is provided by commercial bus operators and around 20% on the supported bus network (this is supported financially by the County Council). We explained about the changes that we are proposing to make to some of these supported services and again asked respondents if they had any comments to make about our proposals for the supported bus network.

78 respondents provided their comments. The top three issues were:

- The proposals would impact on vulnerable people (16 comments)
- A service 2 days a week is not an acceptable proposal (15 comments)
- Same or similar to the comments made in response to Q1 (12 comments)

"Why are the most vulnerable – people with disabilities, who rely on the DIAL-A-RIDE scheme and have not a single alternative - the ones hit the hardest? The '2 days a week' idea is very stupid and simply not practical."

“I would feel seriously concerned for the evening economy as buses provide the transport infrastructure for customers to use shops, restaurants, bars, clubs, supermarket's, cinema, theatre and hospital etc.”

In question 3 we explained that we were also proposing a 30% increase in fares on the bus services that we will continue to support financially. We asked respondents to tell us how they felt about this proposal:

- over two thirds (69%) would not be happy to support this increase
- over two thirds (68%) did not agree that it was a reasonable proposal
- under a fifth (18%) understand why this increase is necessary.

We wanted to find out the impact of our proposals on each of the 52 supported services that could be affected we therefore asked respondents to select the services they were commenting about. The table below provides a summary of these results:

Responses	Service number
5	7 Hastings Town Service
14	20,21,22 Ore-Hollington
6	24 Hastings-Silverhill
12	26 Hastings-Conquest Hospital
5	27 Hastings Town Service
13	28 Hastings-Conquest Hospital
6	28,29 T. Wells – Brighton
3	29 Hastings Town Service
6	95 Bexhill-Conquest Hospital
2	96 Bexhill Town Service
3	97 Bexhill Town Service
9	121 Lewes-Newick
8	123 Lewes-Newhaven
8	125/25 Barcombe-Alfriston
7	126 Eastbourne-Seaford
4	127 Lewes-Landport Estate
5	128 Lewes-Nevill Estate
4	129 Lewes-Winterbourne
6	143 Lewes- Eastbourne
2	145 Newhaven Town Service
7	166 Lewes-Haywards Heath
3	224 Wadhurst-Crowborough
4	226 Crowborough Local Service
1	229 T. Wells-Rotherfield
1	246 Uckfield-Fletching
2	248 Uckfield Local Service

Responses	Service number
2	249 Uckfield Local Service
1	252 Heathfield-T Wells
1	254 Wadhurst Rail Link
2	254 T. Wells – Hurst Green
1	256 Wadhurst-T Wells
4	261 East Grinstead-Uckfield
6	304 Hawkhurst-Hastings
6	312 Rye-Tenterden
1	317 Heathfield Town Service
2	318 Hurst Green - Uckfield
2	326 Rye Local Service
5	340- 341 Hastings-Tenterden
5	342 Hastings-Rye
10	344 Hastings-Northiam
3	347 Hastings-Pett
6	349 Hastings-Hawkhurst
2	355 Heathfield- Battle
3	824 Village Rider
0	Peacehaven Taxi Rider
1	Seaford Dial a Ride
1	Polegate Taxi Rider
0	Eastbourne Dial a Ride
5	Hastings Dial a Ride
0	Rye Area Dial a Ride
2	Uckfield Rider
2	355 Battle Area Taxi Rider

In question 4a we asked respondents if we were to make the change that we are suggesting to this service what difference it would make to their life. 73 respondents provided a response to this question, the top three issues that respondents identified were:

- Any changes would affect future travel options (44 comments)
- Any changes would reduce the quality of their life (27 comments)
- Any changes would affect medical appointments (26 comments)

“Reducing these services in particular will greatly limit the choice of host families we can use, will limit the students movement during summer, cutting them off from evening activities and generating revenue for local businesses during peak summer times. Additionally it means that some students may be forced to walk home late at night putting already vulnerable people into more dangerous situations.”

“The isolation of Ore Village and access to the conquest hospital would be compromised badly. This would make it more difficult for visitors and others who need to access appointments or services.”

Question 5 asked respondents for their comments about our proposal to replace some public ‘open door’ school bus routes with a ‘closed door’ arrangement and to increase the cost of a weekly ticket. This proposal would affect pupils who currently attend Heathfield Community College, Ringmer Community College and Uplands Community College. 36 respondents provided comments in response to this question:

- 9 respondents told us they would not be affected by the proposal
- 6 disagreed with the proposal
- 5 felt the increase in cost could cause financial hardship
- 5 felt the proposal could limit choice of school

Question 6 gave respondents the opportunity to provide any other comments that they wanted to make about the strategy and the proposals for the supported bus network. 56 respondents took this opportunity to tell us:

- their ideas for how services could be provided (18 comments)
- they felt the proposals would have a negative impact on the vulnerable (13 comments)

“Suggest you have a more frequent service with smaller reliable vehicles so that they can better negotiate the hills and narrow roads, because two vehicles travelling in opposite directions cannot pass each other and cause inconvenience to other road users.”

“The council needs to think about applying parking charges to pay for buses to create an incentive to use more environmental forms of transport.”

“Please reconsider, you will be making the lives of the elderly and less well off more difficult than it already is.”

As mentioned earlier in this report communication is a key success factor of any consultation. Question 7 asked respondents to tell us how they found out about the consultation. The findings show that:

- over a quarter (29%) were sent an invitation or personal letter (25 respondents)
- a quarter (26%) found out from another person (23 respondents)
- a fifth (17%) found out from the County Council website/have your say hub (15 respondents)

Other methods of finding about the consultation that were not included in the list included from an MP or Political Party or at a meeting.

Responses were received from a wide range of organisations that represent the community this included Parish, Town and District Councils, Businesses, Schools/Colleges, Transport related groups, Health, caring and older peoples organisations, and Community Groups. A full list of respondents is included in section 3

The top three groups of people that these organisations represented were:

- Residents (54 organisations)
- Older People (34 organisations) and
- Young People (29 organisations).

2. Detailed tables of responses

Q1. Do you have any comments to make about our plan?

Base 86 respondents	comments	%
1.Understand the plan and the need to make savings	3	2%
2.Agree with the plan	2	1%
3.The plan doesn't meet the communities needs	18	10%
4.The plan limits options to travel by bus	35	20%
5.The plan will lead to increased usage of cars	15	9%
6.The plan will lead to a negative impact on the economy/tourism	14	8%
7.The plan assumes a 9 to 5 working pattern	7	4%
8.Reducing the frequency of services will make available buses busier	2	1%
9.Reducing the frequency will make services less attractive/reliable	1	1%
10.The plan will increase social isolation	14	8%
11.ESCC should increase investment in bus services not reduce it	2	1%
12.A 2 day a week service is not enough	15	9%
13.Comments about dial a ride services	0	0%
14.Comments about the concessionary fare scheme	1	1%
15.Comments that aren't relevant to the question	4	2%
16.Other	10	6%
17.Shouldn't cut services to hospitals/healthcare	17	10%
18.Keep things as they are	0	0%
19.Comments about increase in fares	1	1%
20.Reduce costs elsewhere	0	0%
21.Comments about services to schools	12	7%
Total number of issues	173	100%

NB some respondents comments related to more than one issue.

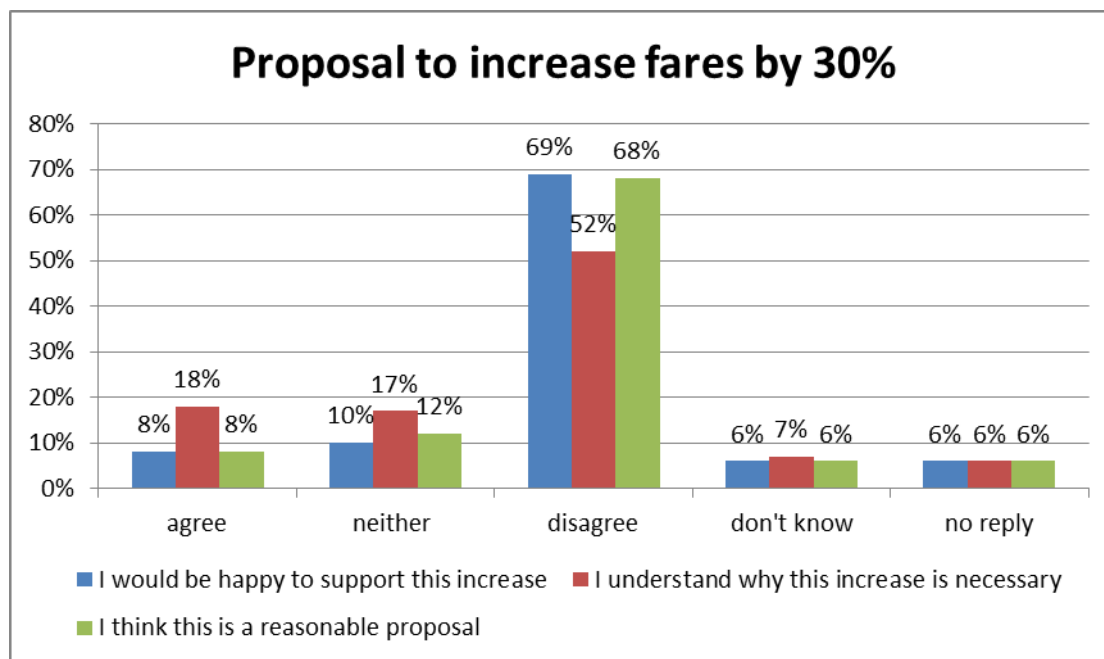
Q2 Do you have any comments to make about our proposals for the supported bus network?

Base 78 respondents	comments	%
1.Do not agree with the proposals	3	2%
2.Proposals would increase isolation/deprivation	10	7%
3.Proposals would reduce options to travel by bus	6	4%
4.Proposals would limit options to access education	7	5%
5.Reducing the frequency will make services less attractive/reliable	2	1%
6.Proposals would lead to increased use of cars	8	6%
7.Proposals would impact on vulnerable people	16	12%
8.Proposals would have a negative impact on economy/tourism	7	5%
9.ESCC should increase support not reduce it	3	2%
10.Evening and Sunday services should not be removed	11	8%
11.Consider a contribution to fares from concessionary pass holders	1	1%
12.Comment is same as or similar to the comment respondent gave in Q1	12	9%
13.A service 2 days a week is not an acceptable proposal	15	11%
14. A 2 hourly service isn't adequate to meet residents requirements	9	7%
15.Don't agree with an increase in fares	3	2%
16.Support/Agree with proposals	0	0%
17.Comments that aren't relevant to the question	3	2%
18.Proposals would limit access to and from healthcare facilities	7	5%
19.Proposals would limit access to and from work	6	4%
20.Suggestions for how to provide services	8	6%
21.Other	1	1%
Total number of issues	138	100%

NB some respondents comments related to more than one issue.

Q3. How do you feel about the proposal to increase fares by 30%?

Base 96 respondents	strongly agree	agree	neither	disagree	strongly disagree	don't know	no reply
I would be happy to support this increase	2	6	10	20	46	6	6
	2%	6%	10%	21%	48%	6%	6%
I understand why this increase is necessary	4	13	16	24	26	7	6
	4%	14%	17%	25%	27%	7%	6%
I think this is a reasonable proposal	2	6	11	20	45	6	6
	2%	6%	12%	21%	47%	6%	6%



Q4a Impact of changes

Base 73 responses	comments	%
1. Have no other means of transport	2	1%
2. Would use car more	0	0%
3. Have mobility issues due to disability, age or health	4	3%
4. Would cause social isolation in the community	9	6%
5. Would affect future travel options	44	28%
6. Would increase cost of travel	4	3%
7. Would reduce quality of life	27	17%
8. Less buses would mean better traffic flow	0	0%
9. More buses are required	1	1%
10. Would affect medical appointments	26	17%
11. Would affect options to travel to work	8	5%
12. Would affect options to travel to school or education	10	6%
13. Would impact on local economy	9	6%
14. Other	11	7%
15. Proposals would make no difference to me	0	0%
Total number of issues	155	100%

NB some respondents comments related to more than one issue.

Q5 Do you have any comments to make about the proposals for open door services?

Base 36 responses	comments	%
1. Increase in cost could cause financial hardship	5	13%
2. Proposal could limit choice of school	5	13%
3. Proposal could lead to increased use of cars	0	0%
4. Proposal could have a negative impact on students in rural areas	0	0%
5. Proposal could reduce opportunity to take part in after school activities	0	0%
6. Services should be open to all	0	0%
7. Proposed increase is too much	0	0%
8. Wouldn't be affected by the proposal	9	23%
9. Disagree with the proposal	6	15%
10. Comment not relevant to the proposal	1	3%
11. Other	7	18%
12. Support/Agree with proposal	4	10%
13. Same as previous comments	1	3%
14. Parents should pay if don't choose nearest school	1	3%
Total number of issues	39	100%

Q6 Are there any more comments that you would like to make?

Base 56 responses	comments	%
1. Invest in services don't reduce them	2	3%
2. Suggestions for how services could be provided	18	25%
3. Save money in other areas of the council	3	4%
4. Don't reduce travel options by bus	6	8%
5. Negative impact on the vulnerable	13	18%
6. Comments about the consultation	5	7%
7. ESCC should be encouraging sustainable transport options	4	5%
8. Concessionary bus pass holders prepared to pay towards the service	2	3%
9. Keep services as they are	2	3%
10. 30% increase in fares is unacceptable	4	5%
11. Reduction in services could increase isolation	4	5%
12. Other	8	11%
13. Comments not relevant to the proposals	2	3%
14. Would support a rise in council tax to pay for buses	0	0%
Total number of issues	73	100%

NB some respondents comments related to more than one issue.

Q7 How did you find out about this consultation?

Base 87 respondents		
In a newspaper	14	16%
A poster	5	6%
A Library	2	2%
The County Council website/Have Your Say hub	15	17%
Other website	4	5%
On the radio	3	3%
A leaflet	9	10%
On the bus	8	9%
A district or borough council website	7	8%
Other*	13	15%
Via Social Media (e.g. Facebook, Twitter etc)	11	13%
Your County, residents magazine	7	8%
An invitation or personal letter	25	29%
Another person	23	26%

Q7 other communications methods

Base 26 responses	comments	%
1. Survey option	9	35%
2. MP or political party	4	15%
3. Local council or councillor	3	12%
4. Meeting	4	15%
5. Door drop or personal email	2	8%
6. Newsletter	0	0%
7. Poster/Public notice	0	0%
8. Organisation or group	3	12%
9. Other	0	0%
10. Comment not relevant	1	4%
11. TV	0	0%
12. School or College	0	0%
Total number of methods	26	100%

Q9 Are the members of your group or the people you represent...

Base 83 respondents	responses	%
Older people	34	41%
Young people	29	35%
Families	20	24%
Members of the public	54	65%
People with physical disabilities	25	30%
People with learning disabilities	21	25%
Other	17	20%

If you would like to see the comments that respondents provided to the open ended questions please email busconsultations@eastsussex.gov.uk

3. List of respondents to Organisations survey

District Councils (2)

The Scrutiny Committee at Lewes District Council
Wealden District Council

District and Town Council (1)

Newhaven Town and Lewes District Council

Town Councils (4)

Lewes Town Council
Newhaven Town Council
Seaford Town Council
Uckfield Town Council

Parish Councils (24)

Ashurst Wood Parish Council
Barcombe Parish Council
Chailey Parish Council
Chalvington with Ripe Parish Council
Cuckmere Valley Parish Council
Ditchling Parish Council
East Chiltington parish council
Ewhurst Parish Council
Hamsey Parish Council (2 responses)
Hartfield Parish Council
Hawkhurst Parish Council
Iden Parish Council
Laughton Parish Council
Long Man Parish Council
Mayfield and Five Ashes Parish Council
Ninfield Parish Council
Piddinghoe Parish Council
Plumpton Parish Council
Rodmell Parish Council
Rotherfield Parish Council
Salehurst & Robertsbridge Parish Council
Willingdon and Jevington Parish Council
Wittersham Parish Council
Wivelsfield Parish Council

Businesses (4)

Civil Service Pensioners Alliance Bexhill Hastings and District Group
Collective Legal Solutions
Federation of Small Businesses
Hivac Devices Ltd

Schools/Colleges (6)

DV8 Sussex
Heathfield Community College (2 responses)
Pestalozzi International Village Trust
Shane Global Language Centres
STS (Student Travel Schools)
U3A

Transport Groups (7)

Bricycles, the Brighton and Hove Cycling Campaign
Cuckmere Community Bus Ltd
East Kent Road Car Co (t/a Stagecoach in East Sussex)
East Sussex Community Transport Operators Forum
North Wealden Community Transport Partnership Ltd
Renown Transport Services Ltd
Travel Log Lewes

Health, Caring and older people (11)

Careways Trust Ltd
East Sussex healthcare NHS trust
G & T Lifeskills Ltd
Hastings Voluntary Action
Lewes and District Seniors' Forum
Malines Supported Accom
NHS Eastbourne, Hailsham and Seaford Clinical Commissioning Group, NHS Hastings
and Rother Clinical Commissioning Group, NHS High Weald Lewes Havens Clinical
Commissioning Group
Rye & District Day Centre
SeeAbility
V.O.I.C.E.S
Wealden Senior Citizens Partnership

Community groups (19)

Barcombe WI
Beechwood Hall trustees
Big Local North East Hastings
Christ Church, Blacklands and St. Andrew's Hastings
Clive Vale Residents Association
CPRE Sussex
Eastbourne & District Friends of the Earth
Eastbourne Rambling Club
Fairlight Residents Association
Hastings Pier Charity
High Weald AONB Unit
King's Church Hastings
Nevill Residents' Association
Pilot Field Area Residents' Association [PFARA]
Rother Table Tennis Academy
St Leonards and Hastings Rail Improvement (SHRIMP)
The East Chilmington Trust
The Old Vicarage at Rye Harbour
Winchelsea Beach/ Pett level community

Appendix F – Consulting with Young people

Section 1 of this appendix contains a summary of the results for the Young People's survey. For ease of reading these findings follow the order of the questions in the survey. Detailed tables of results are included in Section 2. A transcript of written comments is available on request.

1. Summary of findings

Providing bus services to meet the needs of the people of East Sussex is important to us. We wanted to hear what Young People had to say about our plan and our ideas for changing the supported bus network before we made any decisions. In the survey we explained in easy read language why we needed to make the changes that were being proposed and what those changes were.

We asked Young People to tell us what they thought about our plan:

- 5 respondents made comments about the proposed increase in fares
- 3 respondents agreed with the plan
- 2 felt we should keep things as they are

We also asked them what they thought about our ideas for how services might be provided in the future:

- 3 respondents felt that the proposals would lead to increased use of cars
- 3 felt that Evening and Sunday services should not be removed
- 2 felt the proposals would limit access to education

We wanted to know how Young People felt about our proposal to increase fares by 30%:

- 8 respondents understand why fares need to go up, but thought that 30% is too much
- 3 told us that if the cost goes up by 30% they would not be able to use a bus anymore.

11 respondents used bus services that might be changed. These services included 20/21/22, 28/29, 95, 123, 127, 128, 229, 304, 340-341 and 344.

When looking at how often these services were used:

- 5 respondents use the services daily
- 2 respondents use them three or four times a week
- 2 once or twice a week
- 2 once or twice a month

The top three reasons that respondents used the bus were:

- Social/Leisure (6 respondents)
- Education (5 respondents)
- Shopping (5 respondents)

We asked respondents to tell us what difference our proposed changes would make to their lives:

- 3 respondents would use their car more
- for 2 respondents the proposed changes would affect future travel options
- 2 respondents felt the cost of travel would increase,

When looking at the age range of respondents the findings show that 5 respondents were under 16 years of age, 2 were aged 17 to 18 and 4 were over 18. 2 respondents didn't answer this question.

2. Detailed tables of responses

Q1. Tell us what you think about our Plan

Base 11 respondents	comments	%
2. Agree with the plan	3	18%
3. The plan doesn't offer the level of service that the community would like	1	6%
4. The plan limits options to travel by bus	1	6%
5. The plan will lead to increased usage of cars	1	6%
11. ESCC should increase investment in bus services not reduce it	2	12%
16. Other	1	6%
18. Keep things as they are	2	12%
19. Comments about increase in fares	5	29%
21. Comments about services to schools	1	6%
Total number of issues	17	100%

Q2. Tell us what you think about these ideas

Base 12 respondents	comments	%
4. Proposals would limit options to access education	2	12%
6. Proposals would lead to increased use of cars	3	18%
10. Evening and Sunday services should not be removed	3	18%
12. Comment is same as or similar to the comment respondent gave in Q1	1	6%
14. A 2 hourly service isn't adequate to meet residents requirements	2	12%
17. Comments that aren't relevant to the question	1	6%
19. Proposals would limit access to and from work	1	6%
20. Suggestions for how to provide services	2	12%
21. Other	2	12%
Total number of issues	17	100%

Q3. We are thinking about putting up bus fares by 30%. Which of these comments best says how you feel about this?

Base 12 respondents	comments	%
I understand why bus fares need to go up and am OK to pay 30% more	1	8%
I understand why bus fares need to go up, but I think that 30% is too much	8	67%
If the cost goes up by 30% I will not be able to use the bus anymore	3	25%

Q4a Which bus number do you use?

Responses	Service number
1	20,21,22 Ore-Hollington
1	28,29 T. Wells – Brighton
1	95 Bexhill-Conquest Hospital
2	123 Lewes-Newhaven
1	127 Lewes-Landport Estate

Responses	Service number
1	128 Lewes-Nevill Estate
1	229 T. Wells-Rotherfield
1	304 Hawkhurst-Hastings
1	340- 341 Hastings-Tenterden
1	344 Hastings-Northiam

Q4b How often do you use this service?

Base 13 respondents	responses	%
Daily	5	38%
Three or four times a week	2	15%
Once or twice a week	2	15%
Once or twice a month	2	15%
Never	2	15%
Total	13	100%

Q4c. Why do you use this bus?

Base 11 respondents	responses	%
Work	3	27%
Healthcare appointments	4	36%
Shopping	5	46%
Social/Leisure	6	55%
Education	5	46%
Other	0	0%

Q4d. What difference would this change make to your life?

Base 11 respondents	comments	%
2.Would use car more	3	25%
5.Would affect future travel options	2	17%
6.Would increase cost of travel	2	17%
10.Would affect medical appointments	1	8%
11.Would affect options to travel to work	2	17%
12.Would affect options to travel to school or education	1	8%
14.Other	1	8%
Total number of issues	12	100%

Q5 How old are you?

Base 13 respondents	responses	%
up to 16	5	39%
17 to 18	2	15%
over 18	4	31%
not provided	2	15%
Total	13	100%

Summary of findings by service

Service	How often do you use?	Why do you use this service	Age
28/29 Tunbridge Wells – Brighton	Daily	Social/Leisure, Healthcare, Education, Shopping	not provided
123 Lewes-Newhaven	Daily	Social/Leisure, Healthcare, Education	15
95 Bexhill-Conquest Hospital	Daily	Social/Leisure, Healthcare, Education	17
127 Lewes-Landport Estate	Daily	Work, Social/Leisure, Healthcare, Shopping	30
304 Hawkhurst-Hastings	Three or four times a week	Education	13
123 Lewes-Newhaven	Daily	Education	14
229 T. Wells-Rotherfield	Once or twice a week	Work	17
340 – 341 Hastings-Tenterden	Once or twice a month	Shopping	over 21
344 Hastings-Northiam	Once or twice a month	Social/Leisure, Shopping	74
128 Lewes-Nevill Estate	Three or four times a week	Work	not provided
20/21/22 Ore-Hollington	Once or twice a week	Social/Leisure, Shopping	60s

Appendix G - Easy read survey

This appendix contains a summary of the results for the easy read survey. It was important that we heard from everyone in the community which included the views of people with a learning difficulty. An easy read survey and supporting information were developed to ensure that this group of people were able to participate in a way that met their needs. A personal invitation to take part in the survey was sent by post to a sample of 400 people with learning disabilities. This sample were selected from the concessionary bus pass database which ensured people who currently used a bus were invited to take part.

Information about the easy read version of the survey was also sent to a wide range of organisations and people who support people with a learning disability. They were provided with copies of the survey and supporting materials and asked if they could support people with a learning difficulty to fill in the survey and/or distribute the survey to any of their clients who hadn't been invited to take part. In total 34 responses were received.

Section 1 of this appendix contains a summary of the results for the easy read survey. For ease of reading these findings follow the order of the questions in the survey. Detailed tables of results are included in Section 2. A transcript of written comments is available on request.

1. Summary of findings

Providing bus services to meet the needs of the people of East Sussex is important to us. We wanted to hear what people with a learning difficulty had to say about our plan and our ideas for changing the supported bus network before we made any decisions. In the survey we explained in easy read language why we needed to make the changes that were being proposed and what those changes were.

We asked respondents to tell us what they thought about our plan, 31 respondents provided comments, the main issues raised were:

- the plan doesn't offer the level of service that the community would like (17 respondents)
- the plan limits options to travel by bus (6 respondents)

"In rural areas where there is only one bus per hour I think should not change as many people where I live do not drive and rely on our hourly bus."

"Rubbish. You don't talk about going out for leisure. Why didn't the council talk to the bus company to work out what was best for everyone."

We also asked respondents what they thought about our ideas for how services might be provided in the future. The 26 responses to this question covered the following issues:

- Suggestions for how to provide services in the future (10 comments)
- Evening and Sunday services should not be removed (3 comments)
- A 2 hourly service isn't adequate to meet residents requirements (3 comments)

"To stop Sunday buses in the summer would be wrong. So many people use the buses in the summer especially holiday makers. If older people want to go out in the summer for a day out on a Sunday they can. If you take this away in the summer it's wrong. Winter is a different matter, maybe make them less frequent."

"Same as question 1. Our ideas reduce number of buses. For example - No 20 bus runs every 15 minutes (not 20 minutes as stated) if these were reduced to every 30 minutes this would save money."

We wanted to know how respondents felt about our proposal to increase fares by 30%:

- Nearly three quarters (62% - 21 respondents) understood why fares need to go up, but thought that 30% is too much
- If the cost goes up by 30% over two fifths (38%) told us they would not be able to use a bus anymore.

20 respondents used bus services that might be changed. The most popular was service 20/21/22 that was used by 8 respondents. A list of services used is included in Section 2 of this appendix.

When looking at how often these services were used:

- 14 respondents use the services daily
- 8 respondents use them three or four times a week, and
- 5 use them once or twice a week

The top three reasons that respondents used the bus were:

- Going out / seeing people / leisure (23 respondents)
- Healthcare appointments (19 respondents)
- Shopping (21 respondents)

We asked respondents to tell us what difference our proposed changes would make to their lives. 27 respondents answered this question and the top three issues they raised were that the proposals would:

- reduce quality of life (13 comments)
- affect options to travel to work (6 comments)
- affect medical appointments (8 comments)

"It is hard enough for a special needs person to get through life each day, let alone taking away a bus service that they rely on to get out and about."

"I would not be able to do the things I do now work, education, going out, seeing people."

Respondents were also asked if they had anything else to say about these suggested changes. 22 respondents provided a comment. These issues included:

- Suggestions for how service be could be provided (3 comments)
- Don't reduce travel options by bus (3 comments)
- ESCC should be encouraging sustainable transport options (3 comments)

"It might be an idea to bring back the half price fare to those with concessionary passes. If you want to re coup the fares."

"You will land up with more cars on the road through lack of decent bus services for the public being a bus enthusiast."

The main issue raised was about the consultation which was raised by 8 respondents. It should be noted that 7 of these responses were received from people with a learning difficulty who are supported by the organisation Support4independentliving. The comments made in their responses are very similar and each referenced a presentation that the respondents had been working on over a 6 week period of time. It would appear that these respondents are unhappy with the County Council because of the recent change to the start time of the concessionary fare scheme and their responses reflect this.

2. Detailed tables of results

Q1. Tell us what you think about the Plan

Base 31 respondents	responses	%
2. Agree with the plan	2	5%
3. The plan doesn't offer the level of service that the community would like	17	46%
4. The plan limits options to travel by bus	6	16%
10. The plan will increase social isolation	1	3%
11. ESCC should increase investment in bus services not reduce it	1	3%
12. A 2 day a week service is not enough	1	3%
15. Comments that aren't relevant to the question	1	3%
16. Other	4	11%
17. Shouldn't cut services to hospitals/healthcare	3	8%
21. Comments about services to schools	1	3%
Total number of issues	37	100%

NB some respondents comments related to more than one issue.

Q2. Tell us what you think about these ideas

Base 26 respondents	responses	%
1. Do not agree with the proposals	3	9%
2. Proposals would increase isolation/deprivation	2	6%
3. Proposals would reduce options to travel by bus	1	3%
7. Proposals would impact on vulnerable people	1	3%
8. Proposals would have a negative impact on economy/tourism	1	3%
10. Evening and Sunday services should not be removed	3	9%
13. A service 2 days a week is not an acceptable proposal	2	6%
14. A 2 hourly service isn't adequate to meet residents requirements	3	9%
18. Proposals would limit access to and from healthcare facilities	2	6%
19. Proposals would limit access to and from work	2	6%
20. Suggestions for how to provide services	10	30%
21. Other	3	9%
Total number of issues	33	100%

NB some respondents comments related to more than one issue.

Q3. We are thinking about putting up bus fares by 30%. Which of these comments best says how you feel about this?

Base 34 respondents	responses	%
I understand why bus fares need to go up and am OK to pay 30% more	4	12%
I understand why bus fares need to go up, but I think that 30% is too much	21	62%
If the cost goes up by 30% I will not be able to use the bus anymore	13	38%
No reply	5	15%

Q4a. Bus number

Responses	Service number
1	7 Hastings Town Service
8	20,21,22 Ore-Hollington
1	24 Hastings-Silverhill
2	26 Hastings-Conquest Hospital
5	28 Hastings-Conquest Hospital
3	29 Hastings Town Service
1	97 Bexhill Town Service
1	123 Lewes-Newhaven

Responses	Service number
2	128 Lewes-Nevill Estate
1	145 Newhaven Town Service
1	166 Lewes-Haywards Heath
2	340- 341 Hastings-Tenterden
1	342 Hastings-Rye
1	344 Hastings-Northiam
1	349 Hastings-Hawkhurst

Q4b. How often do you use this service

Base 34 respondents	responses	%
Daily	14	41%
Three or four times a week	8	24%
Once or twice a week	5	15%
Once or twice a month	1	3%
Once or twice a year	0	0%
Never	0	0%
Don't know	0	0%
Other	0	0%
No reply	6	18%

Q4c. Why do you use this bus?

Work	14	41%
Healthcare appointments	19	56%
Shopping	21	62%
Going out / seeing people / leisure	23	68%
Education	14	41%
No reply	5	15%

Q4d. What difference would this change make to you?

Base 27 respondents	responses	%
4.Would cause social isolation in the community	1	3%
5.Would affect future travel options	5	13%
6.Would increase cost of travel	1	3%
7.Would reduce quality of life	13	33%
10.Would affect medical appointments	6	15%
11.Would affect options to travel to work	8	21%
12.Would affect options to travel to school or education	1	3%
14.Other	1	3%
15.Proposals would make no difference to me	3	8%
Total number of issues	39	100%

NB some respondents comments related to more than one issue.

Q5. Do you have anything else to say about these suggested changes?

Base 22 respondents	responses	%
2. Suggestions for how services could be provided	3	12%
4. Don't reduce travel options by bus	3	12%
6. Comments about the consultation	8	32%
7. ESCC should be encouraging sustainable transport options	3	12%
8. Concessionary pass holders prepared to pay towards the service	1	4%
9. Keep services as they are	3	12%
10. 30% increase in fares is unacceptable	2	8%
12. Other	1	4%
13. Comments not relevant to the proposals	1	4%
Total number of issues	25	100%

NB some respondents comments related to more than one issue.

Summary of responses

Service	How often	Why
128	Daily	Healthcare appointments, Shopping, Going out, Education
12/12a	Daily	Healthcare appointments, Shopping, Going out, Education
28	3 or 4 times a week	Shopping
99	3 or 4 times a week	Going out / seeing people / leisure, Education
29	1 or 2 a month	Work
340-341	3 or 4 times a week	Healthcare appointments, Shopping, Going out, Education
700	3 or 4 times a week	Work
97	3 or 4 times a week	Healthcare appointments, Shopping, Going out, Education
128 28 and 29	Daily	Healthcare appointments, Shopping, Going out, Education
20/20a	Daily	Healthcare appointments, Shopping, Going out
20-21-22-26-7	Daily	Healthcare appointments, Shopping, Going out
28	1 or 2 a week	Work, Shopping, Going out / seeing people / leisure
21a		Work, Healthcare appointments, Shopping, Going out
loop	Daily	Work, Healthcare appointments, Shopping, Going out
349	3 or 4 times a week	Healthcare appointments, Shopping, Going out
99	1 or 2 a week	Going out / seeing people / leisure
20/21/22/24	1 or 2 a week	Shopping
26,28, 342, 22	Daily	Work, Healthcare appointments, Shopping
12, 145	3 or 4 times a week	Healthcare appointments, Shopping, Going out
28, 29, 166, 123	1 or 2 a week	Healthcare appointments, Shopping, Going out
344	1 or 2 a week	Shopping, Going out / seeing people / leisure
26a, 340, 342	Daily	Work, Healthcare appointments, Shopping, Going out
99	Daily	Work, Going out / seeing people / leisure, Education
99	Daily	Work, Education
20,21,22	Daily	Work, Healthcare appointments, Shopping, Going out, Education
20,21,22	Daily	Work, Healthcare appointments, Going out, Education
20,21,22	Daily	Work, Healthcare appointments, Shopping, Going out, Education
99	Daily	Work, Healthcare appointments, Going out, Education
Variety	3 or 4 times a week	Work, Healthcare appointments, Shopping, Going out , Education

If you would like to see the comments that respondents provided to the open ended questions please email busconsultations@eastsussex.gov.uk

Appendix H – Comments

This appendix contains a summary of the comments that were received in response to the consultation. The wider community could give their comments via email, letter, telephone or an online comments form. In total 210 comments were received, 186 via letter or email and 24 via an online comments form. 159 comments were submitted by individuals and 51 by organisations. A list of these organisations is included in Section 3.

A further 693 comments were received from the Hastings Labour Party. These comments were given in a petition that was organised as part of their campaign against the proposed bus changes which ran throughout the duration of the consultation. It was agreed that the 693 comments that were received via this mechanism would be considered as individual responses to the consultation rather than as one response when the petition was submitted.

Section 1 of this appendix contains a summary of the findings from these three sets of comments. Section 2 contains detailed tables of results and section 3 a list of the organisations who submitted comments. A transcript of comments is available on request.

1. Summary of findings

These comments have been analysed using a coding framework that has been applied consistently to all the comments that have been received. This has enabled us to identify the key issues that respondents are concerned about and how important they are.

The 211 comments from individuals and organisations have been analysed using the coding framework for the question “Do you have any comments to make about our proposal for the supported bus network?” The 693 comments from the Hastings Labour Party petition have been analysed using the coding framework for the question “Are there any other comments that you would like to make about our Plan or our proposals for the supported bus network?”

The findings show that the three main issues that individuals were concerned about were:

- the proposals would impact on vulnerable people (53 comments)
- the proposals would increase isolation/deprivation (37 comments)
- a 2 hourly service isn't adequate to meet residents requirements (34 comments)

“I am very worried about your proposed changes to the 226 bus service, I am a pensioner, and to cut this service to 2 days a week would have a serious impact on my life. I live in Rumsey court and this service is very much a lifeline for me. It enables me to get to the town centre 4-5 days a week. I have mobility problems and the only way I can get about is this service.”

“Whilst I accept the need to save funds, I believe strongly that bus services 123, 126, 143, are very important to local communities where there is no alternative service available. I regularly use 126 & 143 to enable me to offer voluntary work which I could not perform without these bus services. I also sometimes use 123 service which I know serves local schools. I am very much against any of these routes being cut as their frequency is already poor.”

“I would refer you to the paragraph beginning “People need to travel.....” and say that as 99% of the passengers on the 27 Bus are between 65 and 90 and not in great health, we are not able to walk or cycle anywhere. Taxis are too expensive and we would have to walk to the station to travel by train, which also costs us money. Buses are free (at the moment) and travelling on them should be our chosen option. The 27 runs hourly from 9.50 to 5.15 (4.45 on Sats) totalling 8 buses daily, but the changes would allow us 4 buses daily. This is totally inadequate for our needs. I can well understand ESCC's financial difficulties in these hard times, but it should be considered at all times that we are a vulnerable community because of age and disabilities and are reliant on the bus service to get us around and 4 buses a day is simply not acceptable. I urge you to think carefully again about this decision.”

The three main issues raised by organisations were:

- the proposals would impact on vulnerable people (27 comments)
- suggestions for how to provide services (22 comments)
- proposals would lead to increased use of cars (16 comments)

"I am writing on behalf of the Tuesday Ladies Club and Step in Time Club in Fairlight regarding your proposed cuts to the 344 bus service. There are around 45 members in the TLC and 24 in Step in Time many of whose lives would be affected adversely by any cuts in buses. Apart from shopping and social activities, the bus is used for transport to the hospital, dentist, doctor, chiropodist, etc. Although some members still have cars, there are many who do not and as an ageing population many more may in future have to depend on public transport. In the summer it is often difficult to find a seat and obviously the problem would be worse if there are fewer buses on the route. Please keep our 344 bus running."

"I am aware of the proposed reductions in the above service affecting Fairlight, Pett & Guestling. However, rather than simply cutting services during off peak times, why not substitute with a small 12-15 seater mini bus doing an hourly circular tour of Pett-Pett Level - Fairlight-Ore Village-Guestling (maybe even Three Oaks)being a one-way service going down Chick Hill in Pett (as the Jempson's bus does). This would inter-link all the villages and would give more flexibility to Hastings/Conquest Hospital/Rye/Winchelsea Beach. It would hopefully be used to full capacity and support the 344 on a 2 hourly service. with a little work to the timetables it would then be an improved service as well as cheaper. I do hope you will consider this."

"Some people would be prepared to pay the extra to keep certain buses on the road rather than taking them away altogether, we should do another survey to those areas to ask about higher fares or they go as we can't continue to subsidise them."

The three main issues raised in the Labour Party Petition were:

- don't reduce travel options by bus (298 comments)
- negative impact on the vulnerable (171 comments)
- reduction in services could increase isolation (93 comments)

"Bus services provide vital transport for the elderly who without them would have little or no access to the shops or friends. This is scandalous."

"Evening and weekend bus services are a vital lifeline for those living in rural communities or for those without alternative transport who live across Hastings and Rye. Many vulnerable people are already at risk from isolation and proposed cuts to bus services will hit the most vulnerable the hardest."

"I don't drive, don't have access to a car, can't afford taxis - many other people are in the same boat, and the proposals undermine Hastings economic development; it is a short-sighted move."

2. Detailed tables of responses

Individuals' comments

Base 159 respondents	comments	%
1.Do not agree with the proposals	12	3%
2.Proposals would increase isolation/deprivation	37	10%
3.Proposals would reduce options to travel by bus	10	3%
4.Proposals would limit options to access education	7	2%
5.Reducing the frequency of services will make services less attractive/reliable	2	1%
6.Proposals would lead to increased use of cars	20	5%
7.Proposals would impact on vulnerable people	53	14%
8.Proposals would have a negative impact on economy/tourism	11	3%
9.ESCC should increase support not reduce it	15	4%
10.Evening and Sunday services should not be removed	24	7%
11.Consider a contribution to fares from concessionary pass holders	9	2%
12.Comment is same as or similar to the comment respondent gave in Q1	1	0%
13.A service 2 days a week is not an acceptable proposal	20	5%
14.A 2 hourly service isn't adequate to meet residents requirements	34	9%
15.Don't agree with an increase in fares	5	1%
16.Support/Agree with proposals	1	0%
17.Comments that aren't relevant to the question	3	1%
18.Proposals would limit access to and from healthcare facilities	28	8%
19.Proposals would limit access to and from work	19	5%
20.Suggestions for how to provide services	31	8%
21.Other	15	4%
22.Comments about the consultation	11	3%
Total issues raised	368	100%

NB some respondents comments related to more than one issue.

Organisations' comments

Base 51 comments	comments	%
1.Do not agree with the proposals	4	2%
2.Proposals would increase isolation/deprivation	15	7%
3.Proposals would reduce options to travel by bus	7	3%
4.Proposals would limit options to access education	8	4%
5.Reducing the frequency of services will make services less attractive/reliable	8	4%
6.Proposals would lead to increased use of cars	16	8%
7.Proposals would impact on vulnerable people	27	13%
8.Proposals would have a negative impact on economy/tourism	14	7%
9.ESCC should increase support not reduce it	6	3%
10.Evening and Sunday services should not be removed	12	6%
11.Consider a contribution to fares from concessionary pass holders	2	1%
12.Comment is same as or similar to the comment respondent gave in Q1	0	0%
13.A service 2 days a week is not an acceptable proposal	13	6%
14.A 2 hourly service isn't adequate to meet needs	12	6%
15.Don't agree with an increase in fares	3	1%
16.Support/Agree with proposals	0	0%
17.Comments that aren't relevant to the question	1	0%
18.Proposals would limit access to and from healthcare facilities	13	6%
19.Proposals would limit access to and from work	9	4%
20.Suggestions for how to provide services	22	11%
21.Other	6	3%
22.Comments about the consultation	4	2%
Total issues raised	202	100%

NB some respondents comments related to more than one issue.

Hastings Labour Party Petition comments

Base 693 respondents	comments	%
1. Invest in services don't reduce them	54	7%
2. Suggestions for how services could be provided	7	1%
3. Save money in other areas of the council	9	1%
4. Don't reduce travel options by bus	298	37%
5. Negative impact on the vulnerable	171	21%
6. Comments about the consultation	13	2%
7. ESCC should be encouraging sustainable transport options	53	7%
8. Concessionary pass holders prepared to pay towards the service	4	1%
9. Keep services as they are	12	2%
10. 30% increase in fares is unacceptable	3	0%
11. Reduction in services could increase isolation	93	12%
12. Other	70	9%
13. Comments not relevant to the proposals	12	2%
Total issues raised	799	100%

NB some respondents comments related to more than one issue.

If you would like to see the comments that respondents provided please email busconsultations@eastsussex.gov.uk

3. List of organisations that provided comments.

County Councils (1)

Kent County Council

Town Councils (1)

Crowborough Town Council

Parish Councils (14)

Alfriston Parish Council

Barcombe Parish Council (Andrew Pearce)

Beckley Parish Council (Bernard Baverstock, Chairman)

Cranbook and Sissinghurst Parish Council

Etchingham Parish Council

Fairlight Parish Council (John Edmunds)

Firle Parish Council

Glynde & Beddingham Parish Council

Icklesham Parish Council

Kingston Parish Council

Maresfield Parish Council

Pett Parish Council

Ticehurst Parish Council

Wadhurst Parish Council

Councillors (15)

Cllr Angharad Davies (2 separate comments)

Cllr Chris Bowers (Ouse Valley and Ringmer)

Cllr Colin Belsey

Cllr Godfrey Daniel

Cllr John Hodges

Cllr Laurence Keeley

Cllr Roger Bird

Cllr Rosalyn St Pierre

Cllr Ruth O'Keeffe

Cllr Sabetian

Cllr Sean Holden (Cranbook Division Kent County Council)

Cllr Sue Beaney

Cllr Susan Prochak

Councillor Charles Clark

Councillor Janet Coles

Local Strategic Partnership (1)

Hastings LSP - Marie Casey (Chair, LSP),
Jeremy Birch, Leader HBC, Vice Chair LSP,
Clive Galbraith, Chair, Chamber of
Commerce, Vice Chair, LSP

MP's (3)

Amber Rudd MP

Gregory Barker MP

Norman Baker MP

Businesses (1)

Gleeson Developments Ltd

Transport Groups (7)

Brighton Area Buswatch

CAMPAIGN FOR BETTER TRANSPORT –
EAST SUSSEX

Campaign for Better Transport (National)
CTLA

Learning Disabled Bus Service Users

Rye Community Transport

Transport Accessibility Group

Health, Caring and older people (1)

Barcombe Care Afternoon Group

Community groups (6)

Alfriston & District Amenity Society

Friends of Lewes

Playden Womens Institute

Robertsbridge Enterprise Group

Shirley Gilbert - Fairlight Village Hall

South Downs Society

Equality Impact Assessment

Strategy or Policy Template

Name of the strategy or policy
Public Transport Services Strategic Commissioning Strategy

File ref:		Issue No:	
Date of Issue:		Review date:	

Contents

Part 1	The Public Sector Equality Duty and Equality Impact Assessments (EIA)	2
Part 2	– Aims and implementation of the proposal, strategy or policy	4
Part 3	– Methodology, consultation, data and research used to determine impact on protected characteristics.....	7
Part 4	– Assessment of impact	11
Part 5	– Conclusions and recommendations for decision makers	43
Part 6	– Equality impact assessment action plan	46
(a)	6.1 Accepted Risk	47

Part 1 The Public Sector Equality Duty and Equality Impact Assessments (EIA)

1.1 The Council must have due regard to its Public Sector Equality Duty when making all decisions at member and officer level. An EIA is the best method by which the Council can determine the impact of a proposal on equalities, particularly for major decisions. However, the level of analysis should be proportionate to the relevance of the duty to the service or decision.

1.2 This is one of two forms that the County Council uses for Equality Impact Assessments, both of which are available on the intranet. This form is designed for any proposal, strategy or policy. The other form looks at services or projects.

1.3 The Public Sector Equality Duty (PSED)

The public sector duty is set out at Section 149 of the Equality Act 2010. It requires the Council, when exercising its functions, to have “due regard” to the need to

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. (see below for “protected characteristics”

These are sometimes called equality aims.

1.4 A “protected characteristic” is defined in the Act as:

- age;
- disability;
- gender reassignment;
- pregnancy and maternity;
- race (including ethnic or national origins, colour or nationality)
- religion or belief;
- sex;
- sexual orientation.

Marriage and civil partnership are also a protected characteristic for the purposes of the duty to eliminate discrimination.

The previous public sector equalities duties only covered race, disability and gender.

1.5 East Sussex County Council also considers the following additional groups/factors when carry out analysis:

- Carers – A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. [Carers at the Heart of 21stCentury Families and Communities, 2008]
- Literacy/Numeracy Skills
- Part time workers
- Rurality

1.6 Advancing equality (the second of the equality aims) involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristic
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people including steps to take account of disabled people's disabilities
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low

NB Please note that, for disabled persons, the Council must have regard to the possible need for steps that amount to positive discrimination, to "level the playing field" with non-disabled persons, e.g. in accessing services through dedicated car parking spaces.

1.6 Guidance on Compliance with The Public Sector Equality Duty (PSED) for officers and decision makers:

1.6.1 To comply with the duty, the Council must have "due regard" to the three equality aims set out above. This means the PSED must be considered as a factor to consider alongside other relevant factors such as budgetary, economic and practical factors.

1.6.2 What regard is "due" in any given case will depend on the circumstances. A proposal which, if implemented, would have particularly negative or widespread effects on (say) women, or the elderly, or people of a particular ethnic group would require officers and members to give considerable regard to the equalities aims. A proposal which had limited differential or discriminatory effect will probably require less regard.

1.6.3 Some key points to note :

- The duty is regarded by the Courts as being very important.
- Officers and members must be aware of the duty and give it conscious consideration: e.g. by considering open-mindedly the EIA and its findings when making a decision. When members are taking a decision, this duty can't be delegated by the members, e.g. to an officer.
- EIAs must be evidence based.
- There must be an assessment of the practical impact of decisions on equalities, measures to avoid or mitigate negative impact and their effectiveness.
- There must be compliance with the duty when proposals are being formulated by officers and by members in taking decisions: the Council can't rely on an EIA produced after the decision is made.
- The duty is ongoing: EIA's should be developed over time and there should be evidence of monitoring impact after the decision.
- The duty is not, however, to achieve the three equality aims but to consider them – the duty does not stop tough decisions sometimes being made.
- The decision maker may take into account other countervailing (i.e. opposing) factors that may objectively justify taking a decision which has negative impact on equalities (for instance, cost factors)

1.6.4 In addition to the Act, the Council is required to comply with any statutory Code of Practice issued by the Equality and Human Rights Commission. New Codes of Practice under the new Act have yet to be published. However, Codes of Practice issued under the previous legislation remain relevant and the Equality and Human Rights Commission has also published guidance on the new public sector equality duty.

Part 2 – Aims and implementation of the proposal, strategy or policy

2.1 What is being assessed?

a) **Proposal or name of the strategy or policy.** Public Transport Services Strategic Commissioning Strategy

b) **What is the main purpose or aims of proposal, strategy or policy?** The aim of the strategy is to effect change in the overall configuration and nature of supported bus services across the market. It is a statement of commitment about the way in which we intend to purchase public transport services for the population in future.

It sets out how the County Council will secure the best outcomes for East Sussex residents, by understanding need, matching supply with need and making the most effective use of all available resources.

c) **Manager(s) and section or service responsible for completing the assessment**

Nick Skelton, Head of Service for Transport and Operations is responsible for completing the assessment.

He is supported by the Bus Strategy Project Team who collectively have a wide range of knowledge, skills and experience:

Neil Maguire	Team Manager, Public Transport Services
Gillian Laughlin	Team Manager, Client Transport Services
Bryn Saunders	RTPI Delivery Manager
Clinton Jones	Principal Officer, Business
Sue Buxton	Principal Officer, Consultation and Engagement
Jon Wheeler	Team Manager, Strategic Economic Infrastructure
Paul Clark	Communications Project Manager
Kim Bloxham	Team Manager, Research & Information Team
Rebekah Herring	EQIA Legal advisor
Andy Fowler	Financial Manager
Robin Hayler	Procurement Specialist

2.2 Who is affected by the proposal, strategy or policy? Who is it intended to benefit and how?

This strategy is being developed at a time of financial challenge which requires us to do things differently and become a leaner organisation more tightly focussed on our priorities. It is therefore anticipated that the Strategy will affect any resident

who currently uses bus and community transport services in East Sussex or may choose to use them in the future.

The bus network in East Sussex provides access to education, employment, shopping healthcare, social and leisure opportunities across the county. 80% of passengers are catered for by services that are provided by bus operators on a commercial basis and the remaining 20% by services that are financially supported by ESCC.

For the 80% of passengers in East Sussex who use the commercially provided network the impact will be negligible because there are no proposed reductions in commercial services as part of the Strategy.

However, for the passengers who use the ESCC supported bus network which accounts for the remaining 20% of services there may be a negative impact. The configuration of the existing supported bus network will need to change to reflect the needs that have been identified during the strategic commissioning process.

The strategy will help ESCC to achieve its vision for Public Transport to ensure the integrated bus network in East Sussex is sustainable and meets the needs of our residents'.

2.3 How is, or will, the proposal, strategy or policy be put into practice and who is, or will be, responsible for it?

The strategy sets out how ESCC will secure the best public transport outcomes for East Sussex residents. It builds on existing best practice and reflects our past achievements and will enable us to understand better the long term need for bus services in East Sussex. Our vision to ensure the integrated bus network in East Sussex is sustainable and meets the needs of our residents' will be achieved by adopting four priorities:

1. Enable children eligible for free home to school transport to travel to the nearest suitable school or college
2. Enable residents to get to work at key centres during peak times
3. Enable residents to access essential services during the day on a minimum of two days per week.
4. Enable children who are not eligible for free home to school transport to travel to the nearest available school or college.

The Strategy will be implemented and monitored by the Passenger Transport Team in the Communities, Economy and Transport Directorate.

Overall responsibility will rest with Nick Skelton, Head of Service for Transport and Operations.

2.4 Are there any partners involved? E.g. NHS Trust, voluntary/community organisations, the private sector? If yes, how are partners involved?

The main partners are private sector organisations with whom the Council has a relationship for the provision of the services. These are the bus operators that the Council has instructed to provide the services; arrangements to amend or terminate contracts will be undertaken in accordance with the contract terms and conditions and by negotiation as appropriate.

Looking to the future, partnership opportunities could be explored with other organisations to see if there is potential for them to financially support some services. These organisations could include District and Borough Councils, Clinical Commissioning Groups or education establishments such as free schools or academies.

2.5 Is this project or procedure affected by legislation, legislative change, service review or strategic planning activity?

In its capacity as a Transport Commissioning Authority (TCA), East Sussex County Council is required to deliver bus services in accordance with the following legislation:

The Transport Act 1985 provides the framework for the operation of local bus services in Great Britain and defines the duties of a local transport authority. The local transport act 2008 provides additional flexibility for local authorities in relation to bus services and community transport provision. The Transport Act 2000: Local Transport Plans requires the County Council to have a Local Transport Plan in place.

The Education Act 1996 and the Education and Inspections Act 2006 determine the statutory requirements for transporting eligible pupils to and from school.

The National Health Service and Community Care Act 1990, the Chronically Sick and Disabled Persons Act 1970 and National Assistance Act 1948 determine how transport is made available to users of adult social care services. These proposals will not affect the transport that is currently provided by the County Council for users of adult social care services.

There are also a number of East Sussex County Council policies and plans that have relevance to the development of the bus service strategy, including:

- The East Sussex Local Transport Plan (2011 – 2026) (LTP3)
- The Council Plan
- The Living Longer Living Well commissioning strategy
- School Transport Policy
- Sustainable School Travel Strategy
- Special Educational Needs Transport Policy
- Broadband Plan

The Strategic Commissioning Strategy will ensure that all relevant legislation, local policy and guidance are taken into account in the way that bus services are delivered in the future.

Part 3 – Methodology, consultation, data and research used to determine impact on protected characteristics.

3.1 List all examples of quantitative and qualitative data or any consultation information available that will enable the impact assessment to be undertaken.

Types of evidence identified as relevant have X marked against them			
	Employee Monitoring Data		Staff Surveys
X	Service User Data		Contract/Supplier Monitoring Data
X	Recent Local Consultations		Data from other agencies, e.g. Police, Health, Fire and Rescue Services, third sector
	Complaints		Risk Assessments
X	Service User Surveys		Research Findings
X	Census Data	X	East Sussex Demographics
X	Previous Equality Impact Assessments		National Reports
	Other organisations Equality Impact Assessments		Any other evidence?

3.2 Evidence of complaints against the strategy or policy on grounds of discrimination. The proposal has not yet been published, so no complaint or other feedback has been received.

3.3 If you carried out any consultation or research on the strategy or policy explain what consultation has been carried out.

A consultation has been carried out by the County Council in July and August 2013. The consultation gathered information from two sample groups about frequency of use, times and reasons for bus journeys and their views about the Concessionary Scheme. Sample group 1 was a self-selecting sample of residents, bus users and other interested stakeholders. Sample group 2 were the East Sussex Residents Panel (1869 members) who are a broadly representative sample of the population of East Sussex.

As well as the results of the above consultation a wide range of information was also reviewed during the development of the strategy. This needs assessment forms part of a Technical Appendices that accompanies the strategy. The range of information that has been reviewed includes data from bus surveys conducted on supported bus service routes during 2013, the Bus Review consultation carried out in Summer 2013 and transport related demographic data sets from the 2011 census.

A subsequent consultation has been carried out for 12 weeks between July and September 2014. This consultation sought views from the wider community about the draft Strategy and the draft Reformulated Supported Bus Network that will be instrumental in delivering the Strategy.

3.4 What does the consultation, research and/or data indicate about the positive or negative impact of the strategy or policy?

2,647 responses were received in response to the Bus Review consultation in July/August 2013; 1,635 from Sample group 1 and 1,012 from sample group 2. The findings relate to all bus services in East Sussex – commercial, supported and Community Transport operations. They show that 26% of respondents use the bus on a daily basis, 34% 1 or 2 times a week, 14% 1 or 2 times a month, 10% 1 or 2 times a year and the remaining 15% never use the bus.

Of the 700 respondents who use the bus on a daily basis, 67% are aged 60 or above. 83% of the 889 respondents who use the bus 1 or 2 times a week are aged 60 or above. 67% of respondents told us that a reduction in bus services in the future would have a negative impact on their lives. The impact would be felt by every age group however the findings show that the impact is greater for those aged over 60 years of age who account for 48% of respondents. A summary of these results is attached as Appendix 1.

The need for bus travel by particular groups at particular times has been quantified during the development of the strategy. This research has shown that needs assessment in this context is not a precise science for two interrelated reasons:

- A number of different travel options are available to most people
- Use of a bus service is not a reflection simply of need, but reflects service availability and for some, personal choice.

The table below outlines the need to travel and typical frequency and times of travel for this purpose.

Purpose - a need to travel to and from	Typical frequency and times of travel for this purpose
School or college	Each day, Monday-Friday during school term times (190 days or 38 weeks each year), normally at peak times outwards and at off-peak times for the return journey. Travel patterns to schools are normally regular and predictable, but typically become less regular after age 16. However, this may change with the flexibility for schools/academies to change their opening times.
Place of work	Each day, Monday-Friday at peak times outward and return. Part-time workers may need to travel at off-peak times. Some people will need also to travel to work at weekends or in the evening because of shift times.
Hospital, healthcare facility, or social care facility	Occasional. Normally Monday - Friday, and usually (but not always) off-peak. Includes patients and visitors. For both, evening and weekend travel may increasingly be needed. Most travel for health purposes is likely to be infrequent and irregular, but more regular for social care.
Shops, banks, hairdressers and libraries (town-based)	Occasional. Normally at both peak and off-peak times Monday – Saturday and Sunday daytime (for shopping only). Most people travelling for these purposes are likely to need to travel once or twice a week.
Family/friends, leisure and recreational facilities	Occasional, and typically at off-peak times during the week, on evenings and especially at weekends for travelling for leisure purposes. Most trips for what are essentially social reasons are likely to be relatively infrequent - once or twice a week at most.

The research has shown that people need to travel, but they do not necessarily need to travel by bus. Many people have a choice of transport options – including car, motorbike/moped, taxi or train, or more active modes such as cycling and walking. The decision on how to travel is not just a choice of the most appropriate way of doing so in terms of convenience or journey time: cost is also a significant factor.

The table below shows how many households in East Sussex have access to a car:

	number	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All households	231905		45012	41159	42181	40877	62676
Households with no cars	50674	21.9%	28.7%	33.3%	20.1%	19.0%	12.4%
Households with one car	100340	43.3%	45.8%	43.5%	45.6%	44.0%	39.3%
Households with two cars	60173	25.9%	20.4%	18.3%	26.0%	27.1%	34.2%
Households with three cars	14750	6.4%	3.9%	3.8%	6.1%	6.7%	9.7%
Households with four cars or more	5968	2.6%	1.2%	1.2%	2.1%	3.1%	4.4%

Separate analysis of the data from the bus surveys conducted on supported bus services shows that the travel demand is broken down by the following journey purposes:

- Education 44%
- Shopping trips 32%
- Social 10%
- Employment 9%
- Medical 5%

The data also shows that there are geographical and demographic differences between rural and urban communities in how the supported network is used.

Analysis of annual passenger journeys on the commercial and supported network has been carried to identify how many passengers could be affected by the proposed changes to the supported bus network. The findings show that if the proposed changes were made 91% of all current bus passengers would be unaffected and over 96% of all current bus passengers would still have access to a 6 day a week service, Monday to Saturday.

Over 3,600 responses were received in response to the 2014 Bus Strategy consultation. These included surveys completed by individuals (2,546), organisations (96), young people (13) and people with a learning disability (34) comments (210), petitions (13) and comments from one of the petitions (693). This feedback was mainly opposition to the reduction in frequency of services. The general consensus of opinion was that a reduction in options to travel by bus would not offer the level of service the community would like. It was felt that this reduction could affect quality of life, medical appointments and impact on the vulnerable by isolating them further. There were some concerns around the impact on the economy if travel options were reduced and that the strategy assumed a 9 to 5

working pattern. It was also noted that a reduction in services could cause an increase in the usage of cars or remove choice of school which is in contradiction to County Council policies.

Specific findings from the individuals survey show a quarter of respondents (26%) use a particular bus service on a daily basis, a third (34%) three or four times a week, a quarter (23%) once or twice a week and a tenth (12%) once or twice a month.

A fifth (22%) used a particular bus service before 9am, most (83%) used it between 9am and 12 noon, three fifths (59%) between 12 noon and 3pm, half (55%) between 3pm and 5pm a third (33%) between 5pm and 8.30pm and a fifth (12%) between 8.30pm and 1am.

Reasons for using a particular service included work 22%, Healthcare appointments 57%, shopping 73%, Leisure 64%, Education 16%. Half (48%) of respondents to this question had access to a car as the driver and over a quarter (28%) as a passenger. Over a quarter (27%) had access to a taxi and a tenth (12%) had access to a bicycle.

These consultation findings have shown that no additional issues need to be taken into consideration other than those that have already been identified as a result of previous consultation or analysis.

Part 4 – Assessment of impact

4.1 Age: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County /District/Borough?

East Sussex population by age

Age	number of people	% of East Sussex population
0-4	27456	5%
5-9	27064	5%
10-14	30390	6%
15-19	31435	6%
20-24	26479	5%
25-29	25818	5%
30-44	90763	17%
45-64	147503	28%
65+	119763	23%
Total	526671	100%

East Sussex population by age/district

Age	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
0-4	5%	5%	6%	5%	4%	5%
5-9	5%	5%	5%	5%	5%	5%
10-14	6%	5%	6%	6%	6%	6%
15-19	6%	6%	6%	6%	6%	6%
20-24	5%	6%	6%	5%	4%	4%
25-29	5%	6%	6%	5%	4%	4%
30-44	17%	18%	20%	17%	14%	17%
45-64	28%	25%	27%	29%	29%	30%
65+	23%	22%	17%	23%	28%	23%

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Children who currently use a supported bus to get to and from school account for around 44% of the supported trips daily, well in excess of the proportion of children in the general population. A total of around 2,100 to 2,300 school children travel daily on a supported bus.

Older people account for between 25% and 30% of trips on supported buses – slightly higher than the proportion of older people in the local population. But at off-peak times older people typically account for 80% or more of the trips made, which is much higher than their proportion in the general population.

Also, a greater absolute number of older people are affected than the percentages imply because they travel less frequently. Regular commuters, to school or work, generally make five return trips per week whereas older people may only travel once or twice.

The findings from the 2014 individuals' survey show that of those respondents who told us how old they were, 53% of them are over 60 years of age and 2% are under 18.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

Because children and older people each make up disproportionate shares of supported bus service users, these groups will be more affected by the proposal than the general population. The impact on different groups is considered in more detail under question (d), but in summary the following groups are likely to be particularly affected:

- older people, who at present use a bus free of charge between 09.30 am and 11pm and any time at weekends and on Bank Holidays under the conditions of the English National Concessionary Fares Scheme (ENCTS).
- those older people who are unable to drive, or unconfident about driving;
- those children and young adults who depend on the bus to get to school or college or work; and
- those children who currently pay fares to travel to school by bus may be expected to pay more

d) What is the proposal, strategy or policy's impact on different ages/age groups?

Older people

Many older people place particular value on 'local' and 'daytime' travel. Depending on their level of independence, they tend to use public transport to go shopping, visit their families and friends or attend medical appointments.

If flexibility of time and frequency of services are reduced there will be reduced opportunities for older people to travel by public transport to medical appointments, leisure, shops and amenities. This could in turn lead to health issues or social isolation.

School-age children

Whether or not they are statutorily entitled to free home to school transport, school age children would be largely protected by the strategy in terms of availability of transport.

However those children who currently pay fares to travel to school by bus may be required to pay higher fares in the future. It may also limit their choice of which school they attend if they do not want to or are unable to pay higher bus fares.

Young adults (16-25 years old)

Opportunities to travel to access education and employment (at peak times) would continue to be provided, but there would be little scope to use supported services for part-time work or other purposes.

The cost of travelling by bus could discourage them from attending higher education or limit their options for where they could attend. It could also have an impact on the type and location of employment that they could pursue.

People of working age

Opportunities to travel to access employment (at peak times) would continue to be provided, but there would be little scope to use supported services for part-time work or shift work.

For those people who work part-time or to a shift pattern reductions in evening, Sunday and off peak services could impact on the type and location of employment they could pursue or lead to loss of employment.

If flexibility of time and frequency of supported bus and community transport services are reduced there will be less opportunity for Adults who do not work to travel by public transport to leisure, shops and amenities. This could in turn lead to health issues or social isolation.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

We have identified that there might be an impact on school age children. The strategy recognises this and seeks to protect this service by making it a priority. This will ensure that services are available to get school age children to school, albeit that those children who are not eligible for home to school transport will pay for the service.

Our proposed changes may adversely affect older people, however the strategy makes allowance for this issue by ensuring in Priority 3 that residents are able to access essential services during the day on a minimum of two days per week. This includes access to healthy affordable food, healthcare facilities, banks and hairdressers.

Therefore we feel that the strategy vision and priorities will enable the implementation of supported bus services that meet the needs that have been identified for the County.

f) Provide details of the mitigation.

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between July and September 2014 the new network will be configured with these needs and views in mind. Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed 85% of the bus network would be provided by commercial operators in the future. We will continue

to work with commercial bus operators to identify further opportunities to increase the size of the commercial network.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Community Transport operators have identified the potential to part commercialise a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town or Parish councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will also liaise with other relevant parties including ESCC departments, the NHS, CCG's, local churches or religious groups or developers to identify and implement alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the strategy is formally adopted and what this means for the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers.

The findings of these surveys will be reported to the Head of Transport and Operations at regular intervals throughout the lifespan of the strategy. These findings will also be used to update this Equalities Impact Assessment.

An annual review will be conducted to measure progress against the strategy's expected outcomes and outputs.

4.2 Disability: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Census 2011 With or without disability		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
		526671	99412	90254	97502	90588	148915
Category	Number of people		19%	17%	19%	17%	28%
Long-term health problem or disability	107145	20%	21%	22%	20%	23%	18%
Day-to-day activities limited a little	58902	11%	11%	12%	11%	13%	10%
Day-to-day activities limited a lot	48243	9%	10%	11%	9%	11%	7%
Without long-term health problem or disability	419526	80%	79%	78%	81%	77%	83%

Disability projection 2014 by age	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All people (aged 10+)	89809	17735	16576	15956	16897	22645
10-17	1818	387	368	301	314	448
18-64	34365	6919	8223	5850	5662	7710
65+	53626	10429	7985	9805	10921	14486

Disability projection All people (aged 10+)	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
2014	89809	17735	16576	15956	16897	22645
% of total population	17%	18%	18%	16%	19%	15%
2019	94411	18383	17237	16837	17710	24244
2024	100153	19368	18122	17799	18750	26113

Compared with age, this protected characteristic is difficult to define as there are different types and degrees of disability. These different types and degrees of disability will affect a person's ability or need to travel and the assistance they require as a result of their individual condition. For example a person with a physical or sensory impairment may need assistance because of their mobility. However a person with mental health issues or learning disabilities may need assistance because of their levels of understanding.

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

Using the 'projected disability, 2014' figures, 17% of the population of East Sussex is calculated to have some form of disability. The highest percentage is in Hastings (19%) and the lowest is in Wealden (15%).

From the research that was undertaken as part of the needs analysis we know that about 250 adults with learning disabilities use buses, including supported buses, to get to full time, part time or voluntary work. Our best estimate is that

between 10 and 15 adults with learning disabilities use a supported bus service, normally just once or twice a week.

We do not know the extent to which disabled people are living in the areas with supported services (as opposed to living in areas served by commercial operations) or how often they use the bus. However because of their disability it is likely that they will have limited access to other means of transport.

The findings from the individuals' survey have shown that of those respondents who answered this question, 444 out of 2546, a fifth (22%) considered themselves to be disabled. This is 5% higher than the projected disability figure for the County (17%). Of these respondents 249 had a Physical impairment, 195 had a long standing illness, 132 had a sensory impairment, 59 a mental health condition and 24 a learning disability.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

Because it is likely that disabled people will have limited access to other means of transport we have made the assumption for the purposes of this EQIA that they will be adversely affected compared to the rest of the population.

People with disabilities are less likely to drive, and are also likely to need more trips to GPs and hospitals for regular medical checkups to maintain, manage and improve their health. Any reductions made as a result of the strategy may result in difficulties accessing these services.

d) What is the proposal, strategy or policy's impact on people who have a disability?

People with disabilities often face significant transport barriers in accessing employment. The Office for Disability Issues 2011 'Life Opportunities Survey' asked people with disabilities about the barriers they faced in accessing employment opportunities. 29% of adults with a disability who were seeking employment said that 'difficulty with transport' was a key barrier to taking up a job opportunity (compared with 24% of adults without a disability).

Reduced access to public services and amenities – The Office for Disability Issues 2011 'Life Opportunities Survey' found that many disabled people did not access public services or amenities, or take part in leisure activities as much as they would have liked to. Difficulty with transport was reported as a barrier more frequently by adults with a disability than by adults without a disability (13% and 5% respectively).

As outlined above, if flexibility of time and frequency of services are reduced, there will be less opportunity for disabled people to travel by public transport to medical appointments, employment, leisure, shops and amenities. Often patients do not get a choice of day or time for medical appointments and the proposed changes may result in them having to wait longer for an appointment.

Local public transport is important for many disabled people in helping them retain their independence – to get out and about independently to shops or activities and simply to see other people. This can make a big difference to a disabled person's

wellbeing and their likelihood of keeping healthy. Consequently, reduced services may result in reduced social and economic inclusion and may also have a negative impact on the health and wellbeing of disabled people

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

f) Provide details of any mitigation.

We have identified that there will be an impact on people with disabilities. The strategy recognises this and Priority 3 will ensure that residents are able to access essential services during the day on a minimum of 2 days a week. This includes access to healthy affordable food, healthcare facilities, banks and hairdressers

Our proposed changes may adversely affect people with learning disabilities however the strategy makes allowance for this issue by ensuring in Priority 2 that residents are able to get to work at key centres during peak times.

Therefore we feel that the strategy vision and priorities will enable the implementation of supported bus services that meet the needs that have been identified for the County.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed 85% of the bus network would be provided by commercial operators in the future. We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Commercial Transport operators have identified the potential to part commercialise a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with borough, district, town or parish councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will liaise with other relevant parties including ESCC departments, the NHS, CCG's, local churches or religious groups or developers to identify and implement alternative solutions. We would also liaise with specialist community groups such

as ESDA and Pohwer advocacy to monitor how these changes are affecting people with disabilities.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the strategy is formally adopted and what this means for the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers.

The findings of these surveys will be reported to the Head of Transport and Operations at regular intervals throughout the lifespan of the strategy. An annual review will be conducted to measure progress against the strategy's expected outcomes and outputs.

4.3 Ethnicity: Testing of disproportionate, negative, neutral or positive impact.

- Nationality e.g. being a British, Australian or Swiss citizen
- Ethnic or national origins e.g. being from a Roma background or of Chinese Heritage

a) How is this protected characteristic reflected in the County/District/Borough?

Protected characteristic Census 2011		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Race	White British (%)	91.7	87.4	89.3	92.5	94.1	93.8
	White other (%)	4.3	6.6	4.4	4.0	2.9	3.6
	Black, Asian and other Minority Ethnic group (BAME) (%)	4.0	5.9	6.2	3.4	2.9	2.5

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

No data is available on the ethnicity of bus passengers in East Sussex. However of those respondents who provided this information in the individuals survey the findings show that 91.2% of these bus users are White British, 2.4% White Other and 1.4% Black, Asian and other Minority Ethnic Group (BAME).

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

The survey findings show that most of the bus users who responded to this question are White British and around 1% are BAME. However as only two fifths of respondents chose to respond to this question we cannot assume to know the ethnicity of all bus users. Therefore it is not possible to analyse the extent to which ethnic minority groups use supported bus services or will be affected by reductions in financial support from the County Council for bus services. Urban areas are better served by the commercial network and so less reliant on the supported network. 2011 Census data shows that a higher percentage of ethnic minorities live in urban rather than rural areas.

It is also recognised nationally that variation in car availability contributes to differing travel patterns between those with White British and BAME backgrounds, and also between ethnic groups within the BAME umbrella.

The table below shows the percentage of people in households with no car or van, Census 2011 by ethnicity

	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
White: British	14.6%	20.2%	24.4%	13.5%	12.5%	7.5%
White: non-British	21.3%	29.2%	31.8%	17.0%	15.3%	8.9%
Other BAME	20.3%	22.2%	28.9%	17.9%	15.4%	9.2%

d) What is the proposal, strategy or policy’s impact on those who are from different ethnic backgrounds?

It is not clear whether or how BAME groups would be affected by any of the options for change, other than through impacts on other protected characteristics such as age, gender and faith/religion.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No actions are proposed as there is no evidence to suggest there is an adverse impact for this characteristic.

f) Provide details of any mitigation.

As no actions are proposed no mitigation is required.

However, a communications plan will be developed to ensure that as wide an audience as possible is aware when the strategy is formally adopted and what this means for the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. . The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

As no mitigation measures have been identified there is no requirement to measure them. However, we will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers.

4.4 Gender/Transgender: Testing of disproportionate, negative, neutral or positive impact

a) How is this protected characteristic target group reflected in the County/District/Borough?

Protected characteristic Census 2011		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Gender reassignment: data is not available, and is not considered in this EqIA							
Sex	Male (%)	48.2	47.8	48.8	48.6	47.5	48.2
	Female (%)	51.8	52.2	51.2	51.4	52.5	51.8

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

The 2014 individuals' survey findings show that of the bus users who responded to the question about gender in the survey 32% are male and 65% are female.

In 2008, across England, women made on average 83 local bus trips per year compared with 63 on average made by men (57% made by women). Those women in the 17-20 year group make the most trips on buses, but women aged over 60 also made on average around 100 trips per person per year in 2008.

So women are more likely in general to use buses than men – and the approximate proportion of adult women travelling on supported buses in East Sussex is likely to be at least 60%. This means that women are likely to be disproportionately affected by service reductions compared with men.

The high use of buses by women is a reflection of three factors:

- there being more women than men in the general population (51.8% compared with 48.2%).
- there being significantly more older women than older men because of their longer life expectancy; a 65 year old man in East Sussex can expect to live to 84, whereas a woman at the age of 65 can expect to live to 86.7.
- women historically being less likely to drive than men.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

If flexibility of time and frequency of services are reduced there will be less opportunity for both genders to travel by public transport to leisure, shops and amenities. Women on average tend to have greater responsibility for childcare and caring. They may be more likely to live in a household with a car but not have

access to it because their partner uses it for work. Therefore as there are more women than men in the population and less women are able to drive any changes are likely to have a higher impact on women than on men.

d) What is the proposal, strategy or policy’s impact on different genders?

A woman is more likely to be affected by reduced options to travel than a man because she is less likely to drive, and an older woman is less likely to have learned to drive than a man. Looking at national rates of holding a full driving licence, in June 2012, 54.6% were men and 45.4% were women.

The table below highlights that the proportion of male licence holders exceeds the proportion of female licence holders for every age cohort:

Age of licence holder	20	30	40	50	60	70	80	90
Male licence holders%	52.6	52.8	52.9	54.0	53.8	57.6	63.1	68.1
Female licence holders%	47.4	47.2	47.1	46.0	46.2	42.4	36.9	31.9

This data shows that under the age of 60 women are almost as likely to drive as men, but after the age of 60 progressively more men than women hold driving licences even though there are fewer men than women in the older population.

An extra strand to this analysis is that women are more likely to be ‘lapsed drivers’ than men, so that the holding of licences does not tell the whole story. Women are more likely than men to hold a ‘dormant’ licence.

Therefore, as women are less likely to have access to a car as an alternative means of transport they would have less opportunities to access medical appointments, employment, leisure, shops and amenities.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

Our proposed changes may adversely affect women rather men, however the strategy makes allowance for this issue by ensuring in Priority 2 that all residents are able to get to work at key centres at peak times. Priority 3 also ensures that all residents are able to access essential services during the day on a minimum of two days per week. This includes access to healthy affordable food, healthcare facilities, banks and hairdressers.

Therefore we feel that the strategy vision and priorities will enable the implementation of supported bus services that meet the needs that have been identified for the County.

f) Provide details of any mitigation.

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between July and September 2014 the new network will be configured with these needs and views in mind.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed 85% of the bus network would be provided by commercial operators in the future. We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Commercial Transport operators have identified the potential to part commercialise a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town or Parish councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will also liaise with other relevant parties including ESCC departments, the NHS, CCG's, local churches or religious groups or developers to identify and implement alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the strategy is formally adopted and what this means for the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers.

The findings of these surveys will be reported to the Head of Transport and Operations at regular intervals throughout the lifespan of the strategy. An annual review will be conducted to measure progress against the strategy's expected outcomes and outputs.

4.5 Marital Status/Civil Partnership: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic target group reflected in the County/District/Borough?

Protected characteristic Census 2011		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Marital & Civil Partnership status	Single (never married or never registered a same-sex civil partnership) (%)	29.1	33.3	36.5	28.7	24.7	24.9
	Married (%)	48.4	42.8	39.2	49.6	51.3	55.1
	In a registered same-sex civil partnership (%)	0.3	0.4	0.3	0.5	0.3	0.2
	Separated (but still legally married or still legally in a same-sex civil partnership) (%)	2.7	3.0	3.7	2.5	2.6	2.3
	Divorced or formerly in a same-sex civil partnership which is now legally dissolved (%)	10.7	11.5	12.8	10.2	10.3	9.4
	Widowed or surviving partner from a same-sex civil partnership (%)	8.7	9.1	7.4	8.4	10.8	8.2

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

No data is available on the breakdown of bus passengers in East Sussex by marital status. However of those respondents who provided this information in the individuals survey the findings show that 51% of these respondents were married or in a civil partnership.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

There is no evidence to suggest that people who are married or same sex couples who have celebrated a civil partnership would be more affected by the strategy than the general population.

d) What is the proposal, strategy or policy's impact on people who are married or same sex couples who have celebrated a civil partnership?

There is no specific adverse impact to people who are married or same sex couples who have celebrated a civil partnership. However, A couple (or family) may have just one car between them to share which could be an issue if one of them works.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No actions are proposed

f) Provide details of any mitigation.

No mitigation is required

g) How will any mitigation measures be monitored?

As no actions are proposed and no mitigation is required there is no requirement to measure any mitigation measures.

4.6 Pregnancy and maternity: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic target group reflected in the County/District/Borough?

Protected characteristic Census 2011		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Pregnancy & maternity	Live births (2012)	5,451	1,193	1,208	987	751	1,313
	Live births per 1,000 females (2012)	62.6	66.2	70.5	62.1	60.1	55.8
	Live births by mother's country of birth – UK (%) (2011)	85.0	78.0	83.4	87.7	89.4	88.4
	Teenage pregnancy, rate per 1,000 females (2008-2010)	35.3	42.8	51.1	32.7	33.1	23.9

On the basis of the numbers of births each year, it might be estimated that in East Sussex, at any time, there are likely to be:

- 2,700 women who are in their second or third trimesters of pregnancy;
- around 5,400 babies under the age of one; and
- a further 22,000 children of pre-school age.

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

No data is available about the extent to which pregnant women, babies or accompanied pre-school children, use buses in East Sussex. However of those respondents who provided this information in the 2014 individuals survey the findings show that only 1% (19 respondents) were currently pregnant or had been in the last year.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

Because little is known locally about the travelling patterns of pregnant women and new mothers and their infants, or about pre-school children (who will more often than not be accompanied by their mothers), it is unclear whether these groups will be disproportionately affected by reductions in services.

The impact of reducing services will also depend on the extent to which they have alternatives – such as access to a car.

d) What is the proposal, strategy or policy's impact on pregnant women and women within the first 26 weeks of maternity leave?

Pregnant women, and those with young children, may not be able to walk far, and are therefore likely to be more reliant on bus services than the general population.

They also have particular needs to get to their clinic/hospital, ante-natal group, nursery / childminder and activity groups for their children.

If flexibility of time and frequency of services are reduced there will be less opportunity for women who are pregnant and new mothers and their babies to travel by public transport to medical appointments, leisure, shops and amenities. This could in turn lead to health issues or social isolation.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

A reduction in options to travel by bus may adversely affect pregnant women and those with young children. However the strategy makes allowance for this issue by ensuring in Priority 3 that all residents are able to access essential services during the day on a minimum of two days per week. This includes access to healthy affordable food, healthcare facilities, banks and hairdressers.

Therefore we feel that the strategy vision and priorities will enable the implementation of supported bus services that meet the needs that have been identified for the County.

f) Provide details of the mitigation

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between July and September 2014 the new network will be configured with these needs and views in mind.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed 85% of the bus network would be provided by commercial operators in the future. We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Commercial Transport operators have identified the potential to part commercialise a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town or Parish councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and

car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will liaise with other relevant parties including ESCC departments, the NHS, CCG's, local churches or religious groups or developers to identify and implement alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the strategy is formally adopted and what this means for the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers.

The findings of these surveys will be reported to the Head of Transport and Operations at regular intervals throughout the lifespan of the strategy. An annual review will be conducted to measure progress against the strategy's expected outcomes and outputs.

4.7 Religion, Belief: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Census 2011 Religions	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All people	526671	99412	90254	97502	90588	148915
Christian	315659	59232	46832	55572	58706	95317
Buddhist	2190	482	475	489	290	454
Hindu	1501	429	423	257	171	221
Jewish	1074	211	142	320	170	231
Muslim	4201	1458	1159	558	460	566
Sikh	178	53	38	42	12	33
Other religions	3508	586	668	603	525	1126
No religion	155723	28995	33066	31641	22864	39157
Religion not stated	42637	7966	7451	8020	7390	11810

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

No data is available on the breakdown of bus passengers in East Sussex by religious faith. However of those respondents who provided this information in the 2014 individuals survey the findings show that just under half (47%) regard themselves as belonging to any particular religion or belief. The majority of these respondents (92%) considered themselves to be Christian.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic.

We do not know how important bus services are for those travelling regularly to a place of worship or the extent of the activities that are provided by their place of worship that they may wish to participate in. It is therefore difficult to assess whether they will suffer a greater impact from a reduction in options to travel by bus than those of no faith.

d) What is the proposal, strategy or policy's impact on the people with different religions and beliefs?

As with other protected characteristics, if flexibility of time and frequency of services are reduced there will be less opportunity for people of any religion or belief to travel by public transport to leisure, shops and amenities.

A less frequent and flexible bus service may impede access for those people who wish to attend a place of worship at a particular time on a particular day of the week.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No actions are proposed as there is no evidence to suggest there is an adverse impact for this characteristic.

f) Provide details of any mitigation.

As no actions are proposed no mitigation is required. However we will liaise with local churches or religious groups to identify alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the strategy is formally adopted and what this means for the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. . The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers.

The findings of these surveys will be reported to the Head of Transport and Operations at regular intervals throughout the lifespan of the strategy. An annual review will be conducted to measure progress against the strategy's expected outcomes and outputs.

4.8 Sexual Orientation - Gay, Lesbian, Bisexual and Heterosexual: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Protected characteristic Census 2011	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
<p>Sexual orientation: data not available</p> <p>Government estimates that 5-7% of population is Lesbian, Gay and Bisexual.</p>						

b) How is this protected characteristic reflected in the population of those impacted by the proposal, strategy or policy?

No data is available on the breakdown of bus passengers in East Sussex by sexual orientation. However of those respondents who provided this information in the 2014 individuals survey the findings show that 3% (51) of these respondents identified themselves as being Bi/Bisexual, a Gay man or a Gay woman/Lesbian.

c) Will people with the protected characteristic be more affected by the proposal, policy or strategy than those in the general population who do not share that protected characteristic?

There is no evidence to suggest that people who are gay, lesbian, bisexual or heterosexual would be more affected by the proposal than the general population.

d) What is the proposal, strategy or policy's impact on people with differing sexual orientation?

If flexibility of time and frequency of services are reduced there will be less opportunity for people who are gay, lesbian, bisexual or heterosexual to travel by public transport to leisure, shops and amenities. However, it is not anticipated that the proposal will have any disparate impact on people of any particular sexual orientation.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No actions are proposed

f) Provide details of any mitigation.

No mitigation is required

g) How will any mitigation measures be monitored?

As no actions are proposed and no mitigation is required there is no requirement to measure any mitigation measures.

4.9 Other: Additional groups/factors that may experience impacts - testing of disproportionate, negative, neutral or positive impact. 4.9.1 Additional factor 1 - Rurality

a) How are these groups/factors reflected in the County/District/Borough?

	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Total population	526671	99412	90254	97502	90588	148915
% of total population	100.0%	18.9%	17.1%	18.5%	17.2%	28.3%
Total urban population	389946	99412	90254	75173	43168	81939
% of urban population	74.0%	18.9%	17.1%	14.3%	8.2%	15.6%
Total rural population	136725	0	0	22329	47420	66976
% of rural population	26.0%	0.0%	0.0%	4.2%	9.0%	12.7%

	Age group	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Total population		526671	99412	90254	97502	90588	148915
Urban population	0-15	67679	16721	16766	12987	6270	14935
	16-64	235177	60388	58087	45232	22951	48519
	65+	87090	22303	15401	16954	13947	18485
Total urban population		389946	99412	90254	75173	43168	81939
% urban population		74.0%	18.9%	17.1%	14.3%	8.2%	15.6%
Rural population	0-15	23477	0	0	3981	7959	11537
	16-64	80575	0	0	13148	27645	39782
	65+	32673	0	0	5200	11816	15657
Total rural population		136725	0	0	22329	47420	66976
% rural population		26.0%	0.0%	0.0%	4.2%	9.0%	12.7%
65+in East Sussex population		119763	22303	15401	22154	25763	34142
65+ (% of total population)		22.7%	4.2%	2.9%	4.2%	4.9%	6.5%
65+ (% of total urban population)		22.3%	5.7%	3.9%	4.3%	3.6%	4.7%
65+ (% of total rural population)		23.9%	0.0%	0.0%	3.8%	8.6%	11.5%

b) How is this group/factor reflected in the population of those impacted by the proposal, strategy or policy?

The tables above show that 26% of the population of East Sussex live in a rural area and 74% in an urban area.

c) Will people within these groups or affected by these factors be more affected by the proposal, policy or strategy than those in the general population who are not in those groups or affected by these factors?

As supported bus services predominantly operate to rural areas, it follows that those living in rural areas will be disproportionately affected by cuts in services compared to those living in urban parts of East Sussex.

d) What is the proposal, strategy or policy's impact on the factor or identified group?

If flexibility of time and frequency of services are reduced there will be less opportunity for people who live in rural areas to travel by public transport to leisure, shops and amenities. However, public transport is a vital part of safeguarding accessibility for people in rural areas, especially for those groups which display other characteristics of likely dependency on buses, such as older people, disabled people, children and people on low incomes.

People living in remote or rural areas require access to employment in the same way that people living in urban areas do. However, without the same levels of public transport provision, those without a car can often find themselves unable to access employment which in turn can lead to unemployment, worklessness and poverty.

People living in remote or rural areas are at significant risk of social exclusion and isolation. The Campaign for Better Transport produced a report in 2007 explaining that rural buses are important in enabling non-drivers to access shops, education, training and services. This is further endorsed by the House of Commons Transport Committees report Passenger Transport in isolated communities. The Strategy may therefore negatively impact those living in rural areas by exacerbating social exclusion and isolation, and by reducing opportunities to access employment, education etc. However, it should be noted that expectations of bus services in rural areas are very different to those in urban areas

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops, banks, hairdressers, family/friends, and leisure on an occasional basis.

We have identified that there will be a disproportionate effect on people who live in rural areas because of reduced availability to get to school, work, healthcare facilities, shops, banks, hairdressers, family/friends and leisure. The strategy recognises this in its priorities.

- Priority 1 will ensure that services are available to get school age children to school, albeit that those children who are not eligible for home to school transport will pay for the service.
- Priority 2 will enable rural residents to get to work at key centres during peak times.
- Priority 3 will enable rural residents to access essential services during the day on a minimum of two days per week. This includes access to healthy affordable food, healthcare facilities, banks and hairdressers.

Therefore we feel that the strategy vision and priorities will enable the implementation of supported bus services that meet the needs that have been identified for the County.

f) Provide details of the mitigation.

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between

July and September 2014 the new network will be configured with these needs and views in mind.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed 85% of the bus network would be provided by commercial operators in the future. We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Commercial Transport operators have identified the potential to part commercialise a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town or Parish councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will liaise with other relevant parties including ESCC departments, the NHS, CCG's, local churches or religious groups or developers to identify and implement alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the strategy is formally adopted and what this means for the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers.

The findings of these surveys will be reported to the Head of Transport and Operations at regular intervals throughout the lifespan of the strategy. An annual review will be conducted to measure progress against the strategy's expected outcomes and outputs.

4.9.2 Additional factor 2 - Part time workers

a) How are these groups/factors reflected in the County/District/Borough?

Employment Data East Sussex in Figures 2011	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All people aged 16-74 in employment	239,319	44,449	40,671	45,532	37,583	71,084
All Full Time	161,169	30,148	27,552	30,411	24,999	48,059
All Part Time	78,150	14,301	13,119	15,121	12,584	23,025
Part Time Women	56,341	10,032	9,272	10,862	8,994	17,181

b) How is this group/factor reflected in the population of those impacted by the proposal, strategy or policy?

This data shows that 32.7% of all employed residents of East Sussex are working part time, and that women are more likely to be part time workers than men. Working part time could mean working on specific days each week (rather than every day), or working short days every day or a combination of both. Across East Sussex 72.1% of all part time jobs are held by women.

c) Will people within these groups or affected by these factors be more affected by the proposal, policy or strategy than those in the general population who are not in those groups or affected by these factors?

As part time workers may work on specific days of the week or work short days or a combination of both it is likely that they will be adversely affected by a reduction in the time and frequency of services. However, the extent to which part time workers are likely to be affected will depend on their working regime and where they live.

d) What is the proposal, strategy or policy's impact on the factor or identified group?

If flexibility of time and frequency of services are reduced because of the strategies proposals there will be less opportunity for people who work part time to travel by public transport. As a result it may restrict the days and times of day that they can work and the types of employment that they can undertake. For example they may not be able to undertake any employment that required them to work flexibly to meet business needs.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents.

This needs assessment has shown that access to work is needed on a daily basis. Priority 2 of the strategy recognises the need to get to work at key centres during peak times.

f) Provide details of the mitigation.

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between July and September 2014 the new network will be configured with these needs and views in mind.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed 85% of the bus network would be provided by commercial operators in the future. We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Commercial Transport operators have identified the potential to part commercialise a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town or Parish councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will liaise with other relevant parties including ESCC departments, the NHS, CCG's, local churches or religious groups or developers to identify and implement alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the strategy is formally adopted and what this means for the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers.

The findings of these surveys will be reported to the Head of Transport and Operations at regular intervals throughout the lifespan of the strategy. An annual review will be conducted to measure progress against the strategy's expected outcomes and outputs.

4.9.3 Additional factor 3 - Carers

a) How are these groups/factors reflected in the County/District/Borough?

Provision unpaid care Census 2011	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All people	526671	99412	90254	97502	90588	148915
People provides no unpaid care	88.7%	89.4%	89.5%	88.2%	87.6%	88.8%
People provide unpaid care	11.3%	10.6%	10.5%	11.8%	12.4%	11.2%
Provides 1 to 19 hours unpaid care a week	7.5%	6.7%	6.3%	8.2%	8.0%	8.0%
Provides 20 to 49 hours unpaid care a week	1.3%	1.3%	1.5%	1.2%	1.4%	1.2%
Provides 50 or more hours unpaid care a week	2.5%	2.6%	2.7%	2.4%	3.0%	2.1%

The number of carers in East Sussex is estimated to be 59,409 (approximately 11% of the population), the majority of whom are in the age range 50-64. This figure is based on the number of people who identified themselves as providing unpaid care to family or friends in the Census 2011. However this could be an underestimate as it is known that many people do not choose to identify themselves as carers and therefore may not have responded positively to the specific census question.

b) How is this group/factor reflected in the population of those impacted by the proposal, strategy or policy?

Carers can be split into two groups:

- those who are routinely but informally supporting another person, especially an older person or a disabled person; and
- those (far fewer) who are recognised 'Companions' of people travelling with concessionary passes.

We know that there are just over 2,000 nominated companions in East Sussex who qualify for a National Concessionary Pass. We estimate that there may be between 100 and 150 disabled passengers travelling daily on the supported network, and possibly with between 35 and 50 Companions. This suggests that around 1% of all travellers on the supported network daily are holders of concessionary 'Companion' passes.

c) Will people within these groups or affected by these factors be more affected by the proposal, policy or strategy than those in the general population who are not in those groups or affected by these factors?

Carers and the people they care for may be adversely affected by the strategy's implementation that will mean a reduction in the time and flexibility of bus services.

d) What is the proposal, strategy or policy's impact on the factor or identified group?

We do not know how many informal carers are using the services in their own right, but we do know that any travel restrictions placed on the people they care

for could have implications for informal carers' own welfare. If a largely independent older person can no longer travel because of cuts to services, the carer's practical commitment to this older person is likely to increase because the older person becomes less independent. The carer would need to take on tasks such as shopping and consequently have less time to themselves.

If flexibility of time and frequency of services are reduced there will be less opportunity for carers to travel by public transport to provide care for the person they care for. This will have an impact on the person in receipt of the care and the carer as it may restrict the days and times of day that the carer can provide the care that is required. Carers may be not be able to continue with established routines which could have an adverse impact on the person they care for if alternative care cannot be provided from another source or cannot be afforded.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to work is needed on a daily basis. Priority 2 of the strategy recognises the need to get to work at key centres during peak times. Priority 3 will enable residents to access essential services during the day on a minimum of two days per week.

f) Provide details of the mitigation.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed 85% of the bus network would be provided by commercial operators in the future. We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Commercial Transport operators have identified the potential to part commercialise a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town or Parish councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will liaise with other relevant parties including ESCC departments, the NHS, CCG's, local churches or religious groups or developers to identify and implement alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the strategy is formally adopted and what this means for

the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers. The findings of these surveys will be reported to the Head of Transport and Operations at regular intervals throughout the lifespan of the strategy.

An annual review will be conducted to measure progress against the strategy's expected outcomes and outputs.

4.10 Human rights- Human rights place all public authorities – under an obligation to treat you with fairness, equality, dignity, respect and autonomy. **Please look at the table below to consider if your proposal, policy or strategy may potentially interfere with a human right.**

Articles	
A2	Right to life (e.g. pain relief, suicide prevention)
A3	Prohibition of torture, inhuman or degrading treatment (service users unable to consent, dignity of living circumstances)
A4	Prohibition of slavery and forced labour (e.g. safeguarding vulnerable adults)
A5	Right to liberty and security (financial abuse)
A6 & 7	Rights to a fair trial; and no punishment without law (e.g. staff tribunals)
A8	Right to respect for private and family life, home and correspondence (e.g. confidentiality, access to family)
A9	Freedom of thought, conscience and religion (e.g. sacred space, culturally appropriate approaches)
A10	Freedom of expression (whistle-blowing policies)
A11	Freedom of assembly and association (e.g. recognition of trade unions)
A12	Right to marry and found a family (e.g. fertility, pregnancy)
Protocols	
P1.A1	Protection of property (service users property/belongings)
P1.A2	Right to education (e.g. access to learning, accessible information)
P1.A3	Right to free elections (Elected Members)

Part 5 – Conclusions and recommendations for decision makers

5.1 Summarise how this proposal/policy/strategy will show due regard for the three aims of the general duty across all the protected characteristics and ESCC additional groups.

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people from different groups
- Foster good relations between people from different groups

The aim of the strategy is to effect change in the overall configuration and nature of supported bus services across the market. It is a statement of commitment about the way in which we intend to purchase public transport services for the population in future.

The strategy sets out how ESCC will secure the best public transport outcomes for East Sussex residents. It builds on existing best practice and reflects our past achievements and will enable us to understand better the long term need for bus services in East Sussex.

As mentioned in section 3.4 a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

We have identified an order of priority for future service provision to ensure these needs are met. Our Vision is to ensure the integrated bus network in East Sussex is sustainable and meets the needs of our residents. Four priorities will help to deliver this vision:

- Priority 1 – enable children eligible for free home to school transport to travel to the nearest available school or college
- Priority 2 - enable residents to get to work at key centres during peak times.
- Priority 3 - enable residents to access essential services during the day on a minimum of two days per week. This includes access to healthy affordable food, healthcare facilities, banks and hairdressers.
- Priority 4 – enable children who are not eligible for free home to school transport to travel to the nearest available school or college

Analysis of annual passenger journeys on the commercial and supported network has been carried to identify how many passengers could be affected by the proposed changes to the supported bus network. The findings show that if the proposed changes were made 91% of all current bus passengers would be unaffected and over 95% of all current bus passengers would still have access to a 6 day a week service, Monday to Saturday.

Therefore the strategy vision and priorities will enable the implementation of supported bus services that meet the needs that have been identified for the County.

5.2 Impact assessment outcome Based on the analysis of the impact in part four please mark below ('X') with a summary of your recommendation.

X	Outcome of impact assessment	Please explain your answer fully.
X	<p>A No major change – Your analysis demonstrates that the policy/strategy is robust and the evidence shows no potential for discrimination and that you have taken all appropriate opportunities to advance equality and foster good relations between groups.</p>	<p>The impact analysis has identified that the proposed Strategy has the potential to affect people who live in rural areas because of reduced availability to get to healthcare facilities, shops, banks, hairdressers, family / friends and leisure.</p>
	<p>B Adjust the policy/strategy – This involves taking steps to remove barriers or to better advance equality. It can mean introducing measures to mitigate the potential effect.</p>	<p>However, the Needs Assessment undertaken during the development of the Strategy (which identified the travel needs of East Sussex residents) has shown that access to healthcare facilities, shops, banks, hairdressers, family / friends, and leisure is needed on an occasional basis. Priority 3 of the Strategy will ensure that residents are able to access essential services during the day on a minimum of two days per week, thereby providing for the “occasional need” that has been identified.</p>
	<p>C Continue the policy/strategy - This means adopting your proposals, despite any adverse effect or missed opportunities to advance equality, provided you have satisfied yourself that it does not unlawfully discriminate</p>	<p>Consequently, the County Council is satisfied that the proposed Strategy is acceptable and no major changes are required.</p>
	<p>D Stop and remove the policy/strategy – If there are adverse effects that are not justified and cannot be mitigated, you will want to consider stopping the policy/strategy altogether. If a policy/strategy shows unlawful discrimination it <i>must</i> be removed or changed.</p>	

5.3 What equality monitoring, evaluation, review systems have been set up to carry out regular checks on the effects of the proposal, strategy or policy?

(Give details)

5.6 When will the amended proposal, strategy or policy be reviewed?

Date completed:		Signed by (person completing)	
		Role of person completing	
Date:		Signed by (Manager)	

Part 6 – Equality impact assessment action plan

If this will be filled in at a later date when proposals have been decided please tick here and fill in the summary report.

The table below should be completed using the information from the equality impact assessment to produce an action plan the implementation of the proposals to:

1. Lower the negative impact, and/or
2. Ensure that the negative impact is legal under anti-discriminatory law, and/or
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact
4. **If no actions fill in separate summary sheet.**

Please ensure that you update your service/business plan within the equality objectives/targets and actions identified below:

Area for improvement	Changes proposed	Lead Manager	Timescale	Resource implications	Where incorporated/flagged? (e.g. business plan/strategic plan/steering group/DMT)

(a) 6.1 Accepted Risk

From your analysis please identify any risks not addressed giving reasons and how this has been highlighted within your Directorate:

Area of Risk	Type of Risk? (Legal, Moral, Financial)	Can this be addressed at a later date? (e.g. next financial year/through a business case)	Where flagged? (e.g. business plan/strategic plan/steering group/DMT)	Lead Manager	Date resolved (if applicable)



Equality Impact Assessment

Project or Service Template

Name of the proposal, project or service
Reformulated Supported Bus Network (RSBN)

File ref:		Issue No:	
Date of Issue:		Review date:	

Contents

Part 1 – The Public Sector Equality Duty and Equality Impact Assessments (EIA) 49

Part 2 – Aims and implementation of the proposal, project or service 52

Part 3 – Methodology, consultation, data and research used to determine impact on protected characteristics 57

Part 4 – Assessment of impact 61

Part 5 – Conclusions and recommendations for decision makers 106

Part 6 – Equality impact assessment action plan 108

Section 1.02 Part 1 – The Public Sector Equality Duty and Equality Impact Assessments (EIA)

1.1 The Council must have due regard to its Public Sector Equality Duty when making all decisions at member and officer level. An EIA is the best method by which the Council can determine the impact of a proposal on equalities, particularly for major decisions. However, the level of analysis should be proportionate to the relevance of the duty to the service or decision.

1.2 This is one of two forms that the County Council uses for Equality Impact Assessments, both of which are available on the intranet. This form is designed for any proposal, project or service. The other form looks at services or projects.

1.3 The Public Sector Equality Duty (PSED)

The public sector duty is set out at Section 149 of the Equality Act 2010. It requires the Council, when exercising its functions, to have “due regard” to the need to

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. (see below for “protected characteristics”)

These are sometimes called equality aims.

1.4 A “protected characteristic” is defined in the Act as:

- age;
- disability;
- gender reassignment;
- pregnancy and maternity;
- race (including ethnic or national origins, colour or nationality)
- religion or belief;
- sex;
- sexual orientation.

Marriage and civil partnership are also a protected characteristic for the purposes of the duty to eliminate discrimination.

The previous public sector equalities duties only covered race, disability and gender.

1.5 East Sussex County Council also considers the following additional groups/factors when carry out analysis:

- Carers – A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. [Carers at the Heart of 21st Century Families and Communities, 2008]
- Literacy/Numeracy Skills
- Part time workers
- Rurality

1.6 Advancing equality (the second of the equality aims) involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristic
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people including steps to take account of disabled people's disabilities
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low

NB Please note that, for disabled persons, the Council must have regard to the possible need for steps that amount to positive discrimination, to "level the playing field" with non-disabled persons, e.g. in accessing services through dedicated car parking spaces.

1.6 Guidance on Compliance with The Public Sector Equality Duty (PSED) for officers and decision makers:

1.6.1 To comply with the duty, the Council must have "due regard" to the three equality aims set out above. This means the PSED must be considered as a factor to consider alongside other relevant factors such as budgetary, economic and practical factors.

1.6.2 What regard is "due" in any given case will depend on the circumstances. A proposal which, if implemented, would have particularly negative or widespread effects on (say) women, or the elderly, or people of a particular ethnic group would require officers and members to give considerable regard to the equalities aims. A proposal which had limited differential or discriminatory effect will probably require less regard.

1.6.3 *Some key points to note :*

- The duty is regarded by the Courts as being very important.
- Officers and members must be aware of the duty and give it conscious consideration: e.g. by considering open-mindedly the EIA and its findings when making a decision. When members are taking a decision, this duty can't be delegated by the members, e.g. to an officer.
- EIAs must be evidence based.
- There must be an assessment of the practical impact of decisions on equalities, measures to avoid or mitigate negative impact and their effectiveness.
- There must be compliance with the duty when proposals are being formulated by officers and by members in taking decisions: the Council can't rely on an EIA produced after the decision is made.
- The duty is ongoing: EIA's should be developed over time and there should be evidence of monitoring impact after the decision.
- The duty is not, however, to achieve the three equality aims but to consider them – the duty does not stop tough decisions sometimes being made.
- The decision maker may take into account other countervailing (i.e. opposing) factors that may objectively justify taking a decision which has negative impact on equalities (for instance, cost factors)

1.6.4 In addition to the Act, the Council is required to comply with any statutory Code of Practice issued by the Equality and Human Rights Commission. New Codes of Practice under the new Act have yet to be published. However, Codes of Practice issued under the previous legislation remain relevant and the Equality and Human Rights Commission has also published guidance on the new public sector equality duty.

Section 1.03

Section 1.04 Part 2 – Aims and implementation of the proposal, project or service

2.1 What is being assessed?

a) Proposal or name of the project or service. Reformulated Supported Bus Network (RSBN)

b) What is the main purpose or aims of proposal, project or service? The County Council is facing time of unprecedented change and severe financial pressure. Increasingly not all demands for bus services can be met in the way they have been in recent years.

The RSBN outlines the supported bus and community transport services that it is proposed will be provided by the County Council in the future. This proposal will help the County Council to deliver the Vision and priorities that are set out in the Public Transport Strategic Commissioning Strategy ('the Strategy'). A strategic commissioning approach has been used to determine the need for services, and ensure consistent equitable delivery. This approach will help to manage expenditure within the budgets that are available.

The RSBN proposals will effect change in the overall configuration and nature of supported bus and community transport services across the market to meet the needs of the whole population or customer group.

For the purposes of this EqIA the word "network" is used to describe the collection of bus services that are funded by ESCC and provided by commercial bus operators and community transport providers. These services that form this network are referred to as bus and community transport services throughout this document.

c) Manager(s) and section or service responsible for completing the assessment

Nick Skelton, Head of Service for Transport and Operations is responsible for completing the assessment.

He is supported by the Bus Strategy Project Team who collectively have a wide range of knowledge, skills and experience:

Neil Maguire	Team Manager, Public Transport Services
Gillian Laughlin	Team Manager, Client Transport Services
Bryn Saunders	RTPI Delivery Manager
Clinton Jones	Principal Officer, Business
Sue Buxton	Principal Officer, Consultation and Engagement
Jon Wheeler	Team Manager, Strategic Economic Infrastructure
Paul Clark	Communications Project Manager
Kim Bloxham	Team Manager, Research & Information Team
Rebekah Herring	EQIA Legal advisor
Andy Fowler	Financial Manager
Robin Hayler	Procurement Specialist

2.2 Who is affected by the proposal, project or service? Who is it intended to benefit and how?

It is anticipated that the RSBN could affect any resident who may use bus and community transport services in East Sussex which are financially supported by the County Council. If the RSBN is accepted in its entirety changes could be made to 49 of the 101 bus and community transport services that the County Council currently supports financially.

The current bus network in the county sees around 80% of all passenger journeys made on commercial services with the supported bus network accounting for the remaining 20% of bus passengers. The local bus network in East Sussex provides access to education, employment, shopping healthcare, social and leisure opportunities across the county.

It is expected that for those residents who use the commercially provided network that currently delivers bus services to around 80% of passengers in East Sussex the impact will be negligible because there are no proposed reductions in commercial services as part of the Strategy.

However, for the passengers who use the County Council's supported bus network which accounts for the remaining 20% of services there may be a negative impact. A reduction in the frequency of supported bus and community transport services is most likely to adversely affect:

- younger people and children, including younger adults aged 16-24;
- older people, including retired people (aged 60/65 and over) and, potentially, older working aged people;
- women – who make more use of buses than men; and
- disabled people, including people with mobility limitations, sensory disabilities and people with mental wellbeing disabilities.

These groups may not have access to alternative means of transport such as a car because their age or disability may restrict their opportunities to learn to drive. Therefore a reduction in the frequency of supported bus and community transport services could result in fewer opportunities for them to gain access to education, employment, shopping, healthcare, social and leisure opportunities across the county.

Gaining access to healthcare could be an issue for older or disabled people as they may require more frequent trips to GP's and/or hospitals because of their age or disability.

2.3 How is, or will, the proposal, project or service be put into practice and who is, or will be, responsible for it?

The proposed RSBN has been developed based on the strategic outcomes and hierarchy identified in the Strategy, and would offer peak time access to education and employment, and reduced daytime services to key centres Mondays to Saturdays. 91% of all current passengers on the East Sussex bus network would be unaffected and 95% would still have access to a 6 days a week service Monday to Saturday.

The following changes are proposed:

Proposed change	Number of services
Change to hourly	2
Change to 2 hourly off peak and maintain current days of operation	13
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak	4
Change to 2 days per week and frequency remains broadly the same	3
Change to 3 days per week and frequency remains broadly the same	2
Change to number of journeys	7
Removed service (Saturdays)	2
Removed services (Evenings and Sundays)	7
School Services – remain broadly the same	29
Days and frequency remain broadly the same	23
Dial a ride and taxi rider services – Please see the table in Appendix 4 of the Cabinet Report	9
Total	101

Full details of the proposed changes are available in Appendix 4 of the Cabinet report. This details the proposed change, passenger numbers and alternative transport options, where available.

The RSBN proposals will be implemented and monitored by the Passenger Transport Team in the Communities, Economy and Transport Directorate. They will continue looking for partnership opportunities to develop and grow the commercial bus network that currently delivers bus services to 80% of passengers in East Sussex. The Passenger Transport Team will also ensure that the bus services which are supported financially by the County Council meet the needs that have been identified as part of the strategic commissioning process.

Overall responsibility will rest with Nick Skelton, Head of Service for Transport and Operations

2.4 Are there any partners involved? E.g. NHS Trust, voluntary/community organisations, the private sector? If yes, how are partners involved?

The main partners are private sector organisations with whom the Council has a relationship for the provision of the services. These are the bus operators that the

Council has contracted to provide the services. Arrangements to amend or terminate contracts will be undertaken in accordance with the contract terms and conditions and by negotiation as appropriate.

Looking to the future, partnership opportunities could be explored with other organisations to see if there is potential for them to financially support some services. These organisations could include District and Borough Councils, Clinical Commissioning Groups or education establishments such as free schools or academies. They could also include specific community groups such as church or voluntary organisations.

2.5 Is this proposal, project or service affected by legislation, legislative change, service review or strategic planning activity?

In its capacity as a Transport Commissioning Authority (TCA), East Sussex County Council is required to deliver bus services in accordance with the following legislation:

The Transport Act 1985 provides the framework for the operation of local bus services in Great Britain and defines the duties of a local transport authority. The Local Transport Act 2008 provides additional flexibility for local authorities in relation to bus services and community transport provision. The Transport Act 2000: Local Transport Plans requires the County Council to have a Local Transport Plan in place.

The Education Act 1996 and the Education and Inspections Act 2006 determine the statutory requirements for transporting eligible pupils to and from school.

The National Health Service and Community Care Act 1990, the Chronically Sick and Disabled Persons Act 1970 and National Assistance Act 1948 determine how transport is made available to users of adult social care services. These proposals should not affect the transport that is currently provided by the County Council for users of adult social care services.

A number of East Sussex County Council policies and plans have relevance to these proposed changes and include:

- The East Sussex Local Transport Plan (2011 – 2026) (LTP3)
- The Council Plan
- Sustainable School Travel Strategy
- Broadband Pan

The following also have relevance at a community level:

- Pride of Place – Sustainable Community Strategy for East Sussex
- District and Borough Local plans
- Village Plans
- Local Infrastructure delivery plans
- Local Sustainable Transport Fund Transport Projects

2.6 How do people access or how are people referred to your proposal, project or service? Please explain fully.

The services are open to the general public. Information is available on the Council's website, bus operator websites, the national Traveline website and

phone line, and in printed material made available through Council offices and premises.

2.7 If there is a referral method how are people assessed to use the proposal, project or service? Please explain fully.

Not applicable.

2.8 How, when and where is your proposal, project or service provided? Please explain fully.

Bus services are provided in accordance with the timetables registered with the Traffic Commissioner and available through the media described in section 2.6.

The County Council is responsible for:

1. Managing the English National Concessionary Travel Scheme
2. Working with commercial bus operators to influence their service provision to meet the priorities of the County Council
3. Providing supported local bus services where they are not offered on a commercial basis, and where it is considered there is a need for bus services
4. Working with community transport providers to help them provide additional supported services for the community.

Section 1.05 Part 3 – Methodology, consultation, data and research used to determine impact on protected characteristics.

3.2 List all examples of quantitative and qualitative data or any consultation information available that will enable the impact assessment to be undertaken.

Types of evidence identified as relevant have X marked against them			
	Employee Monitoring Data		Staff Surveys
X	Service User Data	X	Contract/Supplier Monitoring Data
X	Recent Local Consultations		Data from other agencies, e.g. Police, Health, Fire and Rescue Services, third sector
	Complaints		Risk Assessments
X	Service User Surveys	X	Research Findings
X	Census Data	X	East Sussex Demographics
X	Previous Equality Impact Assessments		National Reports
	Other organisations Equality Impact Assessments		Any other evidence?

3.2 Evidence of complaints against the proposal, project or service on grounds of discrimination. Although the proposals have not yet been agreed or implemented feedback about the proposals has been received via surveys, letters and comments during the 12 week consultation period between July and September 2014. This feedback indicates that there are concerns about the impact the proposals will have on protected characteristics. Further information on the findings from the consultation can be found in Appendix 5 of the Cabinet Report.

3.3 If you carried out any consultation or research on the proposal, project or service explain what consultation has been carried out.

A consultation was undertaken for 12 weeks between July and September 2014 which sought views from the wider community about the draft Reformulated Supported Bus Network. The consultation also gathered information about the use of specific bus services and what difference any changes to those bus services would make to the respondents' lives.

A wide range of information has also been reviewed during the development of the RSBN. A needs assessment forms part of a Technical Appendix that accompanies the Strategy. The range of information that has been reviewed includes data from bus surveys conducted on supported bus service routes during 2013, the Bus Review consultation carried out in Summer 2013 and transport related demographic data sets from the 2011 census.

3.4 What does the consultation, research and/or data indicate about the positive or negative impact of the proposal, project or service?

The need for bus travel by particular groups at particular times has been quantified during the development of the strategy. This assessment is based on bus survey

data for the period 2011 to 2014. This research has shown that needs assessment in this context is not a precise science for two interrelated reasons:

- A number of different travel options are available to most people
- Use of a bus service is not a reflection simply of need, but reflects service availability and for some, personal choice.

The table below outlines the need to travel and typical frequency and times of travel for this purpose.

Purpose - a need to travel to and from	Typical frequency and times of travel for this purpose
School or college	Each day, Monday-Friday during school term times (190 days or 38 weeks each year), normally at peak times outwards and at off-peak times for the return journey. Travel patterns to schools are normally regular and predictable, but typically become less regular after age 16. However, this may change with the flexibility for schools/academies to change their opening times.
Place of work	Each day, Monday-Friday at peak times outward and return. Part-time workers may need to travel at off-peak times. Some people will need also to travel to work at weekends or in the evening because of shift times.
Hospital, healthcare facility, or social care facility	Occasional. Normally Monday - Friday, and usually (but not always) off-peak. Includes patients and visitors. For both, evening and weekend travel may increasingly be needed. Most travel for health purposes is likely to be infrequent and irregular, but more regular for social care.
Shops, banks, hairdressers and libraries (town-based)	Occasional. Normally at both peak and off-peak times Monday – Saturday and Sunday daytime (for shopping only). Most people travelling for these purposes are likely to need to travel once or twice a week.
Family/friends, leisure and recreational facilities	Occasional, and typically at off-peak times during the week, on evenings and especially at weekends for travelling for leisure purposes. Most trips for what are essentially social reasons are likely to be relatively infrequent - once or twice a week at most.

The research has shown that people need to travel, but they do not necessarily need to travel by bus. Many people have a choice of transport options – including car, motorbike/moped, taxi or train, or more active modes such as cycling and walking. The decision on how to travel is not just a choice of the most appropriate way of doing so in terms of convenience or journey time: cost is also a significant factor.

The table below shows how many households in East Sussex have access to a car:

	number	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All households	231905		45012	41159	42181	40877	62676
Households with no cars	50674	21.9%	28.7%	33.3%	20.1%	19.0%	12.4%

Households with one car	100340	43.3%	45.8%	43.5%	45.6%	44.0%	39.3%
Households with two cars	60173	25.9%	20.4%	18.3%	26.0%	27.1%	34.2%
Households with three cars	14750	6.4%	3.9%	3.8%	6.1%	6.7%	9.7%
Households with four cars or more	5968	2.6%	1.2%	1.2%	2.1%	3.1%	4.4%

Separate analysis of the data from the bus surveys conducted on supported bus services shows that the travel demand is broken down by the following journey purposes:

- Education 44%
- Shopping trips 32%
- Social 10%
- Employment 9%
- Medical 5%

The data also shows that there are geographical and demographic differences between rural and urban communities in how the supported network is used.

Around 7,500 passengers use the ESCC supported bus network as shown below:

Children entitled to free travel to education	1,400
Other young people paying fares to travel to education	1,700
Concessionary pass holders (age 60+)	2,400
Adult fare payers (18 – 60+)	2,000
Total	7,500

Analysis of annual passenger journeys on the commercial and supported network has been carried out to identify how many passengers could be affected by the proposed changes to the supported bus network. The findings show that if the proposed changes were made 91% of all current bus passengers would be unaffected and over 95% of all current bus passengers would still have access to a 6 day a week service, Monday to Saturday.

Over 3,600 responses were received in response to the 2014 Bus Strategy consultation. These included surveys completed by individuals (2,546), organisations (96), young people (13) and people with a learning disability (34) comments from residents and organisations (210), petitions (13) and comments from one of the petitions (693).

This feedback was mainly opposition to the reduction in frequency of services. The general consensus of opinion was that a reduction in options to travel by bus would not offer the level of service the community would like. It was felt that this reduction could affect quality of life, access to medical appointments and impact on the vulnerable by isolating them further. There were some concerns around the impact on the economy if travel options were reduced and that the Strategy assumed a 9.00 to 17.00 working pattern. It was also noted that a reduction in services could cause an increase in the usage of cars or remove choice of school which it was felt would be contrary to other County Council policies.

Specific findings from the individuals' survey show a quarter of respondents (26%) use their chosen bus service on a daily basis, a third (34%) three or four times a week, a quarter (23%) once or twice a week and a tenth (12%) once or twice a month.

A fifth (22%) use their chosen bus service before 9am, most (83%) use it between 9am and 12 noon, three fifths (59%) between 12 noon and 3pm, half (55%) between 3pm and 5pm a third (33%) between 5pm and 8.30pm and a fifth (12%) between 8.30pm and 1am.

Reasons for using this chosen service included work 22%, Healthcare appointments 57%, shopping 73%, Leisure 64%, Education 16%. Half (48%) of respondents to this question had access to a car as the driver and over a quarter (28%) as a passenger. Over a quarter (27%) had access to a taxi and a tenth (12%) had access to a bicycle.

Further information on the findings from the consultation can be found in Appendix 5 of the Cabinet papers.

Section 1.06 Part 4 – Assessment of impact

4.1 Age: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

East Sussex population by age

Age	number of people	% of East Sussex population
0-4	27456	5%
5-9	27064	5%
10-14	30390	6%
15-19	31435	6%
20-24	26479	5%
25-29	25818	5%
30-44	90763	17%
45-64	147503	28%
65+	119763	23%
Total	526671	100%

East Sussex population by age/district

Age	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
0-4	5%	5%	6%	5%	4%	5%
5-9	5%	5%	5%	5%	5%	5%
10-14	6%	5%	6%	6%	6%	6%
15-19	6%	6%	6%	6%	6%	6%
20-24	5%	6%	6%	5%	4%	4%
25-29	5%	6%	6%	5%	4%	4%
30-44	17%	18%	20%	17%	14%	17%
45-64	28%	25%	27%	29%	29%	30%
65+	23%	22%	17%	23%	28%	23%

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

Children who currently use a supported bus to get to and from school account for around 44% of the supported trips daily, well in excess of the proportion of children in the general population. A total of around 2,100 to 2,300 school children travel daily on a supported bus.

Older people account for between 25% and 30% of trips on supported buses – slightly higher than the proportion of older people in the local population. But at off-peak times older people typically account for 80% or more of the trips made, which is much higher than their proportion in the general population.

Also, a greater absolute number of older people are affected than the percentages imply because they travel less frequently. Regular commuters, to school or work, generally make five return trips per week whereas older people may only travel once or twice.

The findings from the 2014 individuals' survey show that of those respondents who answered this question, 63% of them are over 60 years of age and 2% are under 18 years of age.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

Yes, as children and older people each make up disproportionate shares of supported bus service users, these groups will be more affected by the proposal than the general population. Therefore the following groups are likely to be particularly affected:

- older people, who at present use a bus free of charge between 09.30am and 11.00pm and any time at weekends and on Bank Holidays under the conditions of the English National Concessionary Fares Scheme (ENCTS).
- those older people who are unable to drive, or unconfident about driving;
- those children and young adults who depend on the bus to get to school or college or work; and
- those children who currently pay fares to travel to school by bus may be expected to pay more

d) What is the proposal, project or service's impact on different ages/age groups?

The proposed RSBN has been developed based on the strategic outcomes and needs hierarchy identified in the Strategy. Peak time access to education and employment will be largely unaffected. There will be some reduction in daytime services to key centres Mondays to Saturdays and in some areas a reduction to the number of days a service will be available off-peak. These changes have previously been outlined in Section 2.3 and Appendix 4 of the Cabinet report.

The impact on different ages/age groups has been considered according to the change that is proposed for the 101 services that comprise the RSBN and these are summarised in the table below. Of the 101 existing services, 49 of those would be changed under the RSBN. More detailed explanations of the impacts are included after the table.

Proposed change	Impact Yes/No	Who	Consequences
Change to hourly (2 services)	Yes	Older people, School-age children, Young adults, pre-school children, people of working age	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities. Will have to wait longer in between buses
Change to 2 hourly off peak	Yes	Older people, Young	Less opportunity to travel by public

and maintain current days of operation (13 services)		adults, pre-school children travelling with adults, people of working age	transport to medical appointments, employment, leisure, shops and amenities When accessing bus services, people may have longer waiting times for the buses they use.
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak (4 services)	Yes	Older people, Young adults, pre-school children, people of working age	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities which could lead to loss of employment, health issues and social isolation. By only being able to travel on two days per week, there may be increased waiting times for appointments.
Change to 2 days per week and frequency remains broadly the same (3 services)	Yes	Older people, Young adults, pre-school children, people of working age	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities which could lead to loss of employment, health issues and social isolation
Change to 3 days per week and frequency remains broadly the same (2 services)	Yes	Older people, Young adults, pre-school children, people of working age	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities which could lead to loss of employment, health issues and social isolation
Change to number of journeys (7 services)	Yes	Older people, School-age children, Young adults, pre-school children, people of working age	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities
Removed service (Saturdays) (2 services)	Yes	Older people, School-age children, Young adults, pre-school children, people of working age	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities
Removed services (Evenings and Sundays) (7 services)	Yes	Older people, School-age children, Young adults, pre-school children, people of working age	Less opportunity to travel by public transport to employment, leisure, shops and amenities
School Services – remain broadly the same (29 services)	No		
Days and frequency remain broadly the same (23 services)	No		
Dial a ride and taxi rider services - maintain at same frequency and/or 3 days a week (9 services)	No		

Older people

Many older people place particular value on 'local' and 'daytime' travel. Depending on their level of independence, they tend to use public transport to go shopping, visit their families and friends or attend healthcare appointments. If flexibility of time and frequency of supported bus and community transport services are reduced there will be less opportunity for older people to travel by public transport

to leisure, shops and amenities. This could in turn lead to health issues or social isolation.

Where older people continue to use the bus services, the reduced frequency may mean they experience increased waiting times for buses.

School-age children

Whether or not they are statutorily entitled to free home to school transport, school age children would be largely protected by the strategy in terms of availability of transport.

However those children who currently pay fares to travel to school by bus may be required to pay higher fares in the future. It may also limit their choice of which school they attend if they do not want to or are unable to pay higher bus fares.

Young adults (16-25 years old)

Opportunities to travel to access education and employment (at peak times) would continue to be provided, but there would be little scope to use supported services for part-time work or other purposes.

Pre-school children

If flexibility of time and frequency of services are reduced there will be less opportunity for pre-school children to travel on supported services with their parents. This could adversely impact them and their parents as they may be unable to attend healthcare appointments or social activities that are specifically for their age group. This could in turn lead to health issues or social isolation.

People of working age

Adults who are working would have a reasonable prospect of being able to use a supported bus to get to their job as opportunities to access employment at peak times would continue to be provided.

For those people who work part-time or to a shift pattern reductions in evening, Sunday and off peak services could impact on the type and location of employment they could pursue or lead to loss of employment.

If flexibility of time and frequency of supported bus and community transport services are reduced there will be less opportunity for Adults who do not work to travel by public transport to leisure, shops and amenities. This could in turn lead to health issues or social isolation.

e) What actions are to/or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

The findings from the consultation have provided in depth information by service number about usage of services and the impact our proposed changes may have on individuals and communities. As well as being used to inform this EqIA this

information has been used to refine the original proposals for change. It will also be used to inform the ongoing discussions that we will have with commercial bus operators and other partners in the future.

f) Provide details of the mitigation.

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between July and September 2014 the new network has been configured with these needs and views in mind.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed, 85% of the bus network would be provided by commercial operators in the future (as opposed to the 80% currently). The routes of 17 of these services cover both urban and rural settlements.

We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network. We will also work with them to explore ways of increasing passenger numbers such as offering special ticket initiatives or providing better information about services. One initiative that we are currently working together on is the provision of Real Time Passenger Information which will be rolled out from March 2015.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Community Transport operators have identified the potential to 'part commercialise' a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town and Parish Councils to identify opportunities to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will also liaise with other relevant parties including ESCC departments, the NHS, CCG's, local churches or religious groups or developers to identify and implement alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the Strategy is formally adopted and what this means for the community. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

Communications materials will ensure that bus users and the wider community are aware of any agreed changes to the supported bus network including timetable information and when any changes will be implemented. To encourage the community to find alternative solutions, the County Council will actively raise awareness of available options such as car share clubs, the wheels2work scheme

and alternative commercially provided public transport options. Information will be made available on the County Council's website as well as in other publications such as Your County and residents' magazine and will be displayed and / or available for review in community buildings.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor the service, and shall review the balance of provision regularly to ensure efficiency and to find out how any changes that are made are impacting on bus passengers.

We will work with commercial and community transport operators to monitor the impacts of any changes and monitor any feedback that we receive about the proposed changes.

The findings of these surveys and any feedback about the impacts of the proposed changes will be reported to the Head of Transport and Operations at regular intervals. If as a result of this feedback any future changes are deemed necessary they will be based on the strategic priorities that have been identified and the resources that are available at that time.

4.2 Disability: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County /District/Borough?

Census 2011 With or without disability		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
		526671	99412	90254	97502	90588	148915
Category	Number of people		19%	17%	19%	17%	28%
Long-term health problem or disability	107145	20%	21%	22%	20%	23%	18%
Day-to-day activities limited a little	58902	11%	11%	12%	11%	13%	10%
Day-to-day activities limited a lot	48243	9%	10%	11%	9%	11%	7%
Without long-term health problem or disability	419526	80%	79%	78%	81%	77%	83%

Disability projection 2014 by age	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All people (aged 10+)	89809	17735	16576	15956	16897	22645
10-17	1818	387	368	301	314	448
18-64	34365	6919	8223	5850	5662	7710
65+	53626	10429	7985	9805	10921	14486

Disability projection All people (aged 10+)	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
2014	89809	17735	16576	15956	16897	22645
% of total population	17%	18%	18%	16%	19%	15%
2019	94411	18383	17237	16837	17710	24244
2024	100153	19368	18122	17799	18750	26113

Compared with age, this protected characteristic is difficult to define as there are different types and degrees of disability. These different types and degrees of disability will affect a person's ability or need to travel and the assistance they require as a result of their individual condition. For example a person with a physical or sensory impairment may need assistance because of their mobility. However a person with mental health issues or learning disabilities may need assistance because of their levels of understanding.

b) How is this protected characteristic reflected in the reflected in the population of those impacted by the proposal, project or service?

Using the 'projected disability, 2014' figures, 17% of the population of East Sussex is calculated to have some form of disability. The highest percentage is in Hastings (19%) and the lowest is in Wealden (15%).

From the research that was undertaken as part of the needs analysis we know that about 250 adults with learning disabilities use buses, including supported buses, to get to full time, part time or voluntary work. Our best estimate is that

between 10 and 15 adults with learning disabilities use a supported bus service, once or twice a week.

We do not know the extent to which disabled people are living in the areas with supported services (as opposed to living in areas served by commercial operations) or how often they use the bus. However because of their disability it is likely that they will have limited access to other means of transport.

The findings from the individuals' survey have shown that of those respondents who answered this question, 444 out of 2546, a fifth (22%) considered themselves to be disabled. This is 5% higher than the projected disability figure for the County (17%). Of these respondents 249 had a Physical impairment, 195 had a long standing illness, 132 had a sensory impairment, 59 a mental health condition and 24 a learning disability.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

Yes, because it is likely that disabled people will have limited access to other means of transport we have made the assumption for the purposes of this EQIA that they will be adversely affected compared to the rest of the population.

d) What is the proposal, project or service's impact on people who have a disability?

The proposed RSBN has been developed based on the strategic outcomes and needs hierarchy identified in the Strategy. Peak time access to education and employment will be largely unaffected. There will be some reduction in daytime services to key centres Mondays to Saturdays and in some areas a reduction to the number of days a service will be available off-peak. These changes have previously been outlined in Section 2.3 and Appendix 4 of the Cabinet report.

The impact on people with a disability has been considered according to the change that is proposed for the 101 services that comprise the RSBN and these are summarised in the table below. Of the 101 existing services, 49 of those would be changed under the RSBN. More detailed explanations of the impacts are included after the table.

Proposed change	Impact Yes/No	Consequences
Change to hourly (2 services)	Yes	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities Will have to wait longer between bus services
Change to 2 hourly off peak and maintain current days of operation (13 services)	Yes	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities. When accessing bus services, people may have longer waiting times for the buses they use.
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak (4 services)	Yes	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities which could lead to loss of employment, health issues and social

		isolation.
Change to 2 days per week and frequency remains broadly the same (3 services)	Yes	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities which could lead to loss of employment, health issues and social isolation By only being able to travel on two days per week, there may be increased waiting times for appointments.
Change to 3 days per week and frequency remains broadly the same (2 services)	Yes	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities which could lead to loss of employment, health issues and social isolation. By only being able to travel on three days per week, there may be increased waiting times for appointments.
Change to number of journeys (7 services)	Yes	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities
Removed service (Saturdays) (2 services)	Yes	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities
Removed services (Evenings and Sundays) (7 services)	Yes	Less opportunity to travel by public transport to employment, leisure, shops and amenities
School Services – remain broadly the same (29 services)	No	
Days and frequency remain broadly the same (23 services)	No	
Dial a ride and taxi rider services - maintain at same frequency and/or 3 days a week (9 services)	Yes	Less opportunity to travel by public transport to medical appointments, employment, leisure, shops and amenities which could lead to, health issues and social isolation

People with disabilities are less likely to drive, and are also likely to need more trips to GPs and hospitals for regular medical checkups to maintain, manage and improve their health. Consequently, any reductions made as a result of the strategy may result in difficulties accessing these services.

Similarly, people with disabilities often face significant transport barriers in accessing employment. The Office for Disability Issues 2011 'Life Opportunities Survey' asked people with disabilities about the barriers they faced in accessing employment opportunities. 29% of adults with a disability who were seeking employment said that 'difficulty with transport' was a key barrier to taking up a job opportunity (compared with 24% of adults without a disability).

Reduced access to public services and amenities – The Office for Disability Issues 2011 'Life Opportunities Survey' found that many disabled people did not access public services or amenities, or take part in leisure activities as much as they would have liked to. Difficulty with transport was reported as a barrier more frequently by adults with a disability than by adults without a disability (13% and 5% respectively).

Reduced social and economic inclusion – Local public transport is important for many disabled people in helping them retain their independence – to get out and

about independently to shops or activities and simply to see other people. This can make a big difference to a disabled person's wellbeing and their likelihood of keeping healthy.

As outlined above if flexibility of time and frequency of services are reduced there will be less opportunity for disabled people to travel by supported bus and community transport services to medical appointments, employment, leisure, shops and amenities. Often patients do not get a choice of day or time for medical appointments and the proposed changes may result in them having to wait longer for an appointment.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

Our proposed changes may adversely affect people with a disability, however the strategy makes allowance for this issue by ensuring in Priority 3 of the strategy that residents are able to access essential services during the day on a minimum of two days per week. This includes access to healthy affordable food, healthcare facilities, banks and hairdressers.

The findings from the consultation have provided in depth information by service number about usage of services and the impact our proposed changes may have on individuals and communities. As well as being used to inform this EqIA this information has been used to refine the original proposals for change. It will also be used to inform the ongoing discussions that we will have with commercial bus operators and other partners in the future.

f) Provide details of any mitigation.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed 85% of the bus network would be provided by commercial operators in the future. We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network. The routes of 17 of these services cover both urban and rural settlements.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Community Transport operators have identified the potential to 'part commercialise' a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this

highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town or Parish councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will also liaise with other relevant parties including ESCC departments, the NHS, CCG's, local churches or religious groups or developers to identify and implement alternative solutions. We would also liaise with specialist community groups such as ESDA and Pohwer advocacy to monitor how these changes are affecting people with disabilities.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the Strategy is formally adopted and what this means for the community. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

Communications materials will ensure that bus users and the wider community are aware of any agreed changes to the supported bus network including timetable information and when any changes will be implemented. To encourage the community to find alternative solutions awareness of available options such as car share clubs, the wheels2work scheme and alternative commercially provided public transport options will be raised. Information will be made available on the County Council's website, in other publications, such as Your County, residents' magazine and community buildings.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor the service and review the balance of provision regularly to ensure efficiency. We will also use it as an opportunity to find out how any changes that are made are impacting on bus passengers.

We will work with commercial and community transport operators to monitor the impacts of any changes and monitor any feedback that we receive about the proposed changes.

The findings of these surveys and any feedback about the impacts of the proposed changes will be reported to the Head of Transport and Operations at regular intervals. If as a result of this feedback any future changes are deemed necessary they will be based on the strategic priorities that have been identified and the resources that are available at that time.

4.3 Ethnicity: Testing of disproportionate, negative, neutral or positive impact. Race categories are: Colour. E.g. being black or white, Nationality e.g. being a British, Australian or Swiss citizen, Ethnic or national origins e.g. being from a Roma background or of Chinese Heritage

a) How is this protected characteristic reflected in the County /District/Borough?

Protected characteristic Census 2011		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Race	White British (%)	91.7	87.4	89.3	92.5	94.1	93.8
	White other (%)	4.3	6.6	4.4	4.0	2.9	3.6
	Black, Asian and other Minority Ethnic group (BAME) (%)	4.0	5.9	6.2	3.4	2.9	2.5

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

No data is available on the ethnicity of bus passengers who use the supported bus network in East Sussex. However of those respondents who provided this information in the individuals survey the findings show that 91.2% of these bus users are White British, 2.4% White Other and 1.4% Black, Asian and other Minority Ethnic Group (BAME).

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

The survey findings show that most of the bus users who responded to this question are White British and around 1% are BAME. However as only two fifths of respondents chose to respond to this question we cannot assume to know the ethnicity of all bus users. Consequently it is more difficult to analyse with certainty the extent to which ethnic minority groups use supported bus services and will therefore be affected by reductions in the extent to which these services are financially supported by the County Council. Urban areas are better served by the commercial network and so less reliant on the supported network. Data from the 2011 Census shows that a higher percentage of ethnic minorities live in urban rather than rural areas.

It is also recognised nationally that variation in car availability contributes to differing travel patterns between those with White British and BAME backgrounds, and also between ethnic groups within the BAME umbrella.

The table below shows the percentage of people in households with no car or van, Census 2011 by ethnicity

	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
White: British	14.6%	20.2%	24.4%	13.5%	12.5%	7.5%
White: non-British	21.3%	29.2%	31.8%	17.0%	15.3%	8.9%
Other BAME	20.3%	22.2%	28.9%	17.9%	15.4%	9.2%

d) What is the proposal, project or service's impact on those who are from different ethnic backgrounds?

It is not clear whether or how BAME groups would be affected by any of the options for change, other than through impacts on other protected characteristics such as age, gender and faith/religion.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No actions are proposed as there is no evidence to suggest there is an adverse impact for this characteristic.

f) Provide details of any mitigation.

As no actions are proposed no mitigation is required. However a communications plan will be developed to ensure that as wide an audience as possible is aware when the Strategy is formally adopted and what this means for the community. It will also ensure that they are aware of any agreed changes to the supported bus network and when they will be implemented. The Communications plan will encourage the community to find alternative solutions by raising awareness of available options such as car share clubs. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

g) How will any mitigation measures be monitored?

As no mitigation measures have been identified there is no requirement to measure them. However we will continue to carry out on-bus surveys on supported bus routes to monitor how any changes that are made are impacting on bus passengers.

4.4 Gender/Transgender: Testing of disproportionate, negative, neutral or positive impact

a) How is this protected characteristic target group reflected in the County/District/Borough?

Protected characteristic Census 2011		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Gender reassignment: data is not available, and is not considered in this EqIA							
Sex	Male (%)	48.2	47.8	48.8	48.6	47.5	48.2
	Female (%)	51.8	52.2	51.2	51.4	52.5	51.8

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

No recent data is available showing the gender of bus passengers who use the supported bus network in East Sussex. However the 2014 consultation has shown that of those who responded to the question about gender 32% were male and 65% were female.

In 2008, across England, women made on average 83 local bus trips per year compared with 63 on average made by men (57% made by women). Those women in the 17-20 year group make the most trips on buses, but women aged over 60 also made on average around 100 trips per person per year in 2008.

So women are more likely in general to use buses than men – and the approximate proportion of adult women travelling on supported buses in East Sussex is likely to be at least 60%. This means that women are likely to be disproportionately affected by service reductions compared with men.

The high use of buses by women is a reflection of three factors:

- there being more women than men in the general population (51.8% compared with 48.2%).
- there being significantly more older women than older men because of their longer life expectancy; a 65 year old man in East Sussex can expect to live to 84, whereas a woman at the age of 65 can expect to live to 86.7.
- women historically being less likely to drive than men.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

If flexibility of time and frequency of services are reduced there will be less opportunity for both genders to travel on supported bus and community transport services to leisure, shops and amenities. However on average, women tend to have greater responsibility for childcare and caring. It is possible therefore, that although they live in a household which has a car the woman will not have access

to it because their partner uses it for work. Similarly, there are more women than men in the population who are not able to drive. Consequently, there is the potential for women to be disproportionately impacted by the proposed changes to the RSBN.

d) What is the proposal, project or service’s impact on different genders?

The proposed RSBN has been developed based on the strategic outcomes and needs hierarchy identified in the Strategy. Peak time access to education and employment will be largely unaffected. There will be some reduction in daytime services to key centres Mondays to Saturdays and in some areas a reduction to the number of days a service will be available off-peak. These changes have previously been outlined in Section 2.3 and Appendix 4 of the Cabinet report.

The impact on different genders has been considered according to the change that is proposed for the 101 services that comprise the RSBN and these are summarised in the table below. Of the 101 existing services, 49 of those would be changed under the RSBN. More detailed explanations of the impacts are included after the table.

Proposed change	Impact Yes/No	Who	Consequences
Change to hourly (2 services)	Yes	Women over 60, women who are carers, women with child care responsibilities	Less opportunity to access amenities and services by public transport. Will have to wait longer between buses
Change to 2 hourly off peak and maintain current days of operation (13 services)	Yes	Women over 60, women who are carers, women with child care responsibilities	Less opportunity to access amenities and services by public transport. Will have to wait longer between buses
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak (4 services)	Yes	Women over 60, women who are carers, women with child care responsibilities	Less opportunity to access amenities and services by public transport which could lead to loss of employment, health issues and social isolation
Change to 2 days per week and frequency remains broadly the same (3 services)	Yes	Women over 60, women who are carers, women with child care responsibilities	Less opportunity to travel by public transport which could lead to loss of employment, health issues and social isolation
Change to 3 days per week and frequency remains broadly the same (2 services)	Yes	Women over 60, women who are carers, women with child care responsibilities	Less opportunity to access amenities and services by public transport which could lead to loss of employment, health issues and social isolation
Change to number of journeys (7 services)	Yes	Women over 60, women who are carers, women with child care responsibilities	Less opportunity to access amenities and services by public transport.
Removed service (Saturdays) (2 services)	Yes	Women over 60, women who are carers, women with child care responsibilities	Less opportunity to access amenities and services by public transport.
Removed services (Evenings and Sundays) (7 services)	Yes	Women over 60, women who are carers, women with child care responsibilities	Less opportunity to access amenities and services by public transport.

School Services – remain broadly the same (29 services)	No		
Days and frequency remain broadly the same (23 services)	No		
Dial a ride and taxi rider services - maintain at same frequency and/or 3 days a week (9 services)	Yes		Less opportunity to access amenities and services by public transport.

A woman is more likely to be affected by reduced supported bus and community transport services than a man because she is less likely to drive, and an older woman is less likely to have learned to drive than a man. Looking at national rates of holding a full driving licence, in June 2012, 54.6% were men and 45.4% were women.

The table below highlights that the proportion of male licence holders exceeds the proportion of female licence holders for every age cohort:

Age of licence holder	20	30	40	50	60	70	80	90
Male licence holders%	52.6	52.8	52.9	54.0	53.8	57.6	63.1	68.1
Female licence holders%	47.4	47.2	47.1	46.0	46.2	42.4	36.9	31.9

This data shows that under the age of 60 women are almost as likely to drive as men, but after the age of 60 progressively more men than women hold driving licences even though there are fewer men than women in the older population.

An extra strand to this analysis is that women are more likely to be 'lapsed drivers' than men, so that the holding of licences does not tell the whole story. Women are more likely than men to hold a 'dormant' licence.

Therefore, as women are less likely to have access to a car as an alternative means of transport they would have less opportunities to access medical appointments, employment, leisure, shops and amenities.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

The findings from the consultation have provided in depth information by service number about usage of services and the impact our proposed changes may have on individuals and communities. As well as being used to inform this EqIA this information has been used to refine the original proposals for change. It will also

be used to inform the ongoing discussions that we will have with commercial bus operators and other partners in the future.

f) Provide details of any mitigation.

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between July and September 2014 the new network has been configured with these needs and views in mind.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed, 85% of the bus network would be provided by commercial operators in the future (as opposed to the 80% currently).

We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network. We will also work with them to explore ways of increasing passenger numbers such as offering special ticket initiatives or providing better information about services. One initiative that we are currently working together on is the provision of Real Time Passenger Information which will be implemented by the end of 2016.

We will work with Borough, District, Town and Parish Councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the Strategy is formally adopted and what this means for the community. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

Communications materials will ensure that bus users and the wider community are aware of any agreed changes to the supported bus network including timetable information and when any changes will be implemented. To encourage the community to find alternative solutions, the County Council will actively raise awareness of available options such as car share clubs, the wheels2work scheme and alternative commercially provided public transport options. Information will be made available on the County Council's website as well as in other publications such as Your County and residents' magazine and will be displayed and / or available for review in community buildings.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor the service and review the balance of provision regularly to ensure efficiency and to find out how any changes that are made are impacting on bus passengers.

We will work with commercial and community transport operators to monitor the impacts of any changes and monitor any feedback that we receive about the proposed changes.

The findings of these surveys and any feedback about the impacts of the proposed changes will be reported to the Head of Transport and Operations at regular intervals. If as a result of this feedback any future changes are deemed necessary they will be based on the strategic priorities that have been identified and the resources that are available at that time.

4.5 Marital Status/Civil Partnership: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic target group reflected in the County/District/Borough?

Protected characteristic Census 2011		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Marital & Civil Partnership status	Single (never married or never registered a same-sex civil partnership) (%)	29.1	33.3	36.5	28.7	24.7	24.9
	Married (%)	48.4	42.8	39.2	49.6	51.3	55.1
	In a registered same-sex civil partnership (%)	0.3	0.4	0.3	0.5	0.3	0.2
	Separated (but still legally married or still legally in a same-sex civil partnership) (%)	2.7	3.0	3.7	2.5	2.6	2.3
	Divorced or formerly in a same-sex civil partnership which is now legally dissolved (%)	10.7	11.5	12.8	10.2	10.3	9.4
	Widowed or surviving partner from a same-sex civil partnership (%)	8.7	9.1	7.4	8.4	10.8	8.2

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

No data is available on the breakdown of bus passengers in East Sussex by marital status. However of those respondents who provided this information in the individuals survey the findings show that 51% of these respondents were married or in a civil partnership.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

There is no evidence to suggest that people who are married or same sex couples who have celebrated a civil partnership would be more affected by the strategy than the general population.

d) What is the proposal, project or service's impact on people who are married or same sex couples who have celebrated a civil partnership?

There is no specific adverse impact to people who are married or same sex couples who have celebrated a civil partnership. However a couple (or family) may have just one car between them to share meaning that at least one of them may not have an alternative means of transport.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No actions are proposed.

f) Provide details of any mitigation.

No mitigation is required.

g) How will any mitigation measures be monitored?

As no actions are proposed and no mitigation is required there is no requirement to measure any mitigation measures.

4.6 Pregnancy and maternity: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic target group reflected in the County/District/Borough?

Protected characteristic		East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Census 2011							
Pregnancy & maternity	Live births (2012)	5,451	1,193	1,208	987	751	1,313
	Live births per 1,000 females (2012)	62.6	66.2	70.5	62.1	60.1	55.8
	Live births by mother's country of birth – UK (%) (2011)	85.0	78.0	83.4	87.7	89.4	88.4
	Teenage pregnancy, rate per 1,000 females (2008-2010)	35.3	42.8	51.1	32.7	33.1	23.9

On the basis of the numbers of births each year, it might be estimated that in East Sussex, at any time, there are likely to be:

- 2,700 women who are in their second or third trimesters of pregnancy;
- around 5,400 babies under the age of one; and
- a further 22,000 children of pre-school age.

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

No data is available about the extent to which pregnant women, babies or accompanied pre-school children, use the supported bus and community transport services in East Sussex. However of those respondents who provided this information in the 2014 individuals survey the findings show that only 1% (19 respondents) were currently pregnant or had been in the last year.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

Because little is known locally about the travelling patterns of pregnant women and new mothers and their infants, or about pre-school children (who will more often than not be accompanied by their mothers), it is unclear whether these groups will be disproportionately affected by reductions in services.

The impact of reducing services will also depend on the extent to which they have alternatives – such as access to a car.

d) What is the proposal, project or service's impact on pregnant women and women within the first 26 weeks of maternity leave?

The proposed RSBN has been developed based on the strategic outcomes and needs hierarchy identified in the PTSCS. Peak time access to education and employment will be largely unaffected. There will be some reduction in daytime services to key centres Mondays to Saturdays and in some areas a reduction to the number of days a service will be available off-peak. These changes have previously been outlined in Section 2.3 and Appendix 4 of the Cabinet Report.

The impact on women who are pregnant or women within the first 26 weeks of maternity leave has been considered according to the change that is proposed for each of the 101 services that comprise the RSBN.

For those 49 services where a change is proposed the anticipated impact on women who are pregnant or women within the first 26 weeks of maternity leave is summarised in the table below. More detailed explanations of the impacts are included after the table.

Proposed change	Impact Yes/No	Consequences
Change to hourly (2 services)	Yes	Less opportunity to access amenities, medical appointments (including ante-natal etc) and services by public transport. May have to wait longer between buses. May no longer be possible for them to use these services due to increased waiting times because, for example, they can no longer stand for long periods of time, the impact that an increased waiting time would have on their baby (e.g. feeding / changing times).
Change to 2 hourly off peak and maintain current days of operation (13 services)	Yes	Less opportunity to access amenities and services by public transport.
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak (4 services)	Yes	Less opportunity to access amenities and services using public transport which could lead to health issues and social isolation
Change to 2 days per week and frequency remains broadly the same (3 services)	Yes	Less opportunity to access amenities, medical appointments and services using public transport which could lead to health issues and social isolation
Change to 3 days per week and frequency remains broadly the same (2 services)	Yes	Less opportunity to access amenities and services using public transport which could lead to health issues and social isolation
Change to number of journeys (7 services)	Yes	Less opportunity to access amenities and services by public transport.
Removed service (Saturdays) (2 services)	Yes	Less opportunity to access amenities and services by public transport.
Removed services (Evenings and Sundays) (7 services)	Yes	Less opportunity to access amenities and services by public transport.
School Services – remain broadly the same (29 services)	No	
Days and frequency remain broadly the same	No	

(23 services)		
Dial a ride and taxi rider services - maintain at same frequency and/or 3 days a week (9 services)	Yes	Less opportunity to access amenities and services by public transport.

Pregnant women, and those with young children, may not be able to walk far, and are therefore likely to be more reliant on bus services than the general population. They also have particular needs to get to their clinic/hospital, ante-natal group, nursery / childminder and activity groups for their children.

If flexibility of time and frequency of supported bus and community transport services are reduced there will be less opportunity for women who are pregnant and new mothers and their babies to travel by public transport to medical appointments, leisure, shops and amenities. This could in turn lead to health issues for either them or their babies and/or social isolation.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

The findings from the consultation have provided in depth information by service number about usage of services and the impact our proposed changes may have on individuals and communities. As well as being used to inform this EqIA this information has been used to refine the original proposals for change. It will also be used to inform the ongoing discussions that we will have with commercial bus operators and other partners in the future.

f) Provide details of any mitigation.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed, 85% of the bus network would be provided by commercial operators in the future (as opposed to the 80% currently). The routes of 17 of these services cover both urban and rural settlements.

We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network. We will also work with them to explore ways of increasing passenger numbers such as offering special ticket initiatives or providing better information about services. One initiative that we are currently working together on is the provision of Real Time Passenger Information which will be implemented by the end of 2016.

We will also liaise with other parties including relevant ESCC departments, the NHS, local churches or religious groups or developers to identify and implement alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the Strategy is formally adopted and what this means for the community. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

Communications materials will ensure that bus users and the wider community are aware of any agreed changes to the supported bus network including timetable information and when any changes will be implemented. To encourage the community to find alternative solutions, the County Council will actively raise awareness of available options such as car share clubs, the wheels2work scheme and alternative commercially provided public transport options. Information will be made available on the County Council's website as well as in other publications such as Your County and residents' magazine and will be displayed and / or available for review in community buildings.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor the service and review the balance of provision regularly to ensure efficiency and to find out how any changes that are made are impacting on bus passengers.

We will work with commercial and community transport operators to monitor the impacts of any changes and monitor any feedback that we receive about the proposed changes.

The findings of these surveys and any feedback about the impacts of the proposed changes will be reported to the Head of Transport and Operations at regular intervals. If as a result of this feedback any future changes are deemed necessary they will be based on the strategic priorities that have been identified and the resources that are available at that time.

4.7 Religion, Belief: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Census 2011 Religions	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All people	526671	99412	90254	97502	90588	148915
Christian	315659	59232	46832	55572	58706	95317
Buddhist	2190	482	475	489	290	454
Hindu	1501	429	423	257	171	221
Jewish	1074	211	142	320	170	231
Muslim	4201	1458	1159	558	460	566
Sikh	178	53	38	42	12	33
Other religions	3508	586	668	603	525	1126
No religion	155723	28995	33066	31641	22864	39157
Religion not stated	42637	7966	7451	8020	7390	11810

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

No data is available on the breakdown of bus passengers in East Sussex by religious faith. However of those respondents who provided this information in the 2014 individuals survey the findings show that just under half (47%) regard themselves as belonging to any particular religion or belief. The majority of these respondents (92%) considered themselves to be Christian.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

We do not know how important supported bus services are for those travelling regularly to a place of worship or the extent of the activities that are provided by their place of worship that they may wish to participate in. It is therefore difficult to assess whether they suffer a greater impact from cuts in services than those of no faith.

d) What is the proposal, project or service's impact on the people with different religions and beliefs?

The proposed RSBN has been developed based on the strategic outcomes and needs hierarchy identified in the Strategy Peak time access to education and employment will be largely unaffected. There will be some reduction in daytime services to key centres Mondays to Saturdays and in some areas a reduction to the number of days a service will be available off-peak. These changes have previously been outlined in Section 2.3 and Appendix 4 of the Cabinet Report.

The impact on religion or belief has been considered according to the change that is proposed for each of the 101 services that comprise the RSBN.

For those 49 services where a change is proposed the anticipated impact on religion or belief is summarised in the table below. More detailed explanations of the impacts are included after the table.

Proposed change	Impact Yes/No	Consequences
Change to hourly (2 services)	Yes	Less opportunity to travel by public transport to a place of worship. Would have to wait longer in between buses
Change to 2 hourly off peak and maintain current days of operation (13 services)	Yes	Less opportunity to travel by public transport to a place of worship.
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak (4 services)	Yes	Less opportunity to travel by public transport to a place of worship.
Change to 2 days per week and frequency remains broadly the same (3 services)	Yes	Less opportunity to travel by public transport to a place of worship.
Change to 3 days per week and frequency remains broadly the same (2 services)	Yes	Less opportunity to travel by public transport to a place of worship.
Change to number of journeys (7 services)	Yes	Less opportunity to travel by public transport to a place of worship.
Removed service (Saturdays) (2 services)	Yes	Less opportunity to travel by public transport to a place of worship.
Removed services (Evenings and Sundays) (7 services)	Yes	Less opportunity to travel by public transport to a place of worship.
School Services – remain broadly the same (29 services)	No	
Days and frequency remain broadly the same (23 services)	No	
Dial a ride and taxi rider services - maintain at same frequency and/or 3 days a week (9 services)	Yes	Less opportunity to travel to a place of worship

As with other protected characteristics, if flexibility of time and frequency of supported bus and community transport services are reduced there will be less opportunity for people of any religion or belief to travel by public transport to leisure, shops and amenities.

A less frequent and flexible supported bus and community transport service may impede access for those people who wish to attend a place of worship at a particular time on a particular day of the week.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

Our proposed changes may adversely affect people of any religion or belief to travel by public transport to a place of worship.

The findings from the consultation have provided in depth information by service number about usage of services and the impact our proposed changes may have on individuals and communities. As well as being used to inform this EqIA this information has been used to refine the original proposals for change. It will also be used to inform the ongoing discussions that we will have with commercial bus operators and other partners in the future.

f) Provide details of the mitigation.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the Strategy is formally adopted and what this means for the community. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

Communications materials will ensure that bus users and the wider community are aware of any agreed changes to the supported bus network including timetable information and when any changes will be implemented. To encourage the community to find alternative solutions, the County Council will actively raise awareness of available options such as car share clubs, the wheels2work scheme and alternative commercially provided public transport options. Information will be made available on the County Council's website as well as in other publications such as Your County and residents' magazine and will be displayed and / or available for review in community buildings.

We will liaise with local churches and religious groups to identify alternative solutions such as car share schemes or church transport schemes that could be accessed or implemented to enable people to get to their place of worship.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor the service and review the balance of provision regularly to ensure efficiency and to find out how any changes that are made are impacting on bus passengers.

We will work with commercial and community transport operators to monitor the impacts of any changes and monitor any feedback that we receive about the proposed changes.

The findings of these surveys and any feedback about the impacts of the proposed changes will be reported to the Head of Transport and Operations at regular intervals. If as a result of this feedback any future changes are deemed necessary they will be based on the strategic priorities that have been identified and the resources that are available at that time.

4.8 Sexual Orientation - Gay, Lesbian, Bisexual and Heterosexual: Testing of disproportionate, negative, neutral or positive impact.

a) How is this protected characteristic reflected in the County/District/Borough?

Protected characteristic Census 2011	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
<p>Sexual orientation: data not available</p> <p>Government estimates that 5-7% of population is Lesbian, Gay and Bisexual.</p>						

b) How is this protected characteristic reflected in the population of those impacted by the proposal, project or service?

No data is available on the breakdown of bus passengers in East Sussex by sexual orientation. However of those respondents who provided this information in the 2014 individuals survey the findings show that 3% (51) of these respondents identified themselves as being bi/bisexual, a gay man or a gay woman/lesbian.

c) Will people with the protected characteristic be more affected by the proposal, project or service than those in the general population who do not share that protected characteristic?

There is no evidence to suggest that people who of any particular sexual orientation would be disproportionately impacted by the proposed changes to the RSN.

d) What is the proposal, project or service's impact on people with differing sexual orientation?

If flexibility of time and frequency of supported bus and community transport services are reduced there will be less opportunity for people of all sexual orientations to travel on the supported bus and community transport network to leisure, shops and amenities. However, it is not anticipated that the proposal will have any disparate impact on people of any particular sexual orientation.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

No actions are proposed.

f) Provide details of the mitigation

No mitigation is required.

g) How will any mitigation measures be monitored?

As no actions are proposed and no mitigation is required there is no requirement to measure any mitigation measures.

4.9 Other: Additional groups/factors that may experience impacts - testing of disproportionate, negative, neutral or positive impact. Additional factor - Rurality

a) How are these groups/factors reflected in the County/District/Borough?

Part 4	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Total population	526671	99412	90254	97502	90588	148915
% of total population	100.0%	18.9%	17.1%	18.5%	17.2%	28.3%
Total urban population	389946	99412	90254	75173	43168	81939
% of urban population	74.0%	18.9%	17.1%	14.3%	8.2%	15.6%
Total rural population	136725	0	0	22329	47420	66976
% of rural population	26.0%	0.0%	0.0%	4.2%	9.0%	12.7%

	Age group	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
Total population		526671	99412	90254	97502	90588	148915
Urban population	0-15	67679	16721	16766	12987	6270	14935
	16-64	235177	60388	58087	45232	22951	48519
	65+	87090	22303	15401	16954	13947	18485
Total urban population		389946	99412	90254	75173	43168	81939
% urban population		74.0%	18.9%	17.1%	14.3%	8.2%	15.6%
Rural population	0-15	23477	0	0	3981	7959	11537
	16-64	80575	0	0	13148	27645	39782
	65+	32673	0	0	5200	11816	15657
Total rural population		136725	0	0	22329	47420	66976
% rural population		26.0%	0.0%	0.0%	4.2%	9.0%	12.7%
65+ in East Sussex population							
		119763	22303	15401	22154	25763	34142
65+ (% of total population)		22.7%	4.2%	2.9%	4.2%	4.9%	6.5%
65+ (% of total urban population)		22.3%	5.7%	3.9%	4.3%	3.6%	4.7%
65+ (% of total rural population)		23.9%	0.0%	0.0%	3.8%	8.6%	11.5%

b) How is this group/factor reflected in the population of those impacted by the proposal, project or service?

The tables above show that 26% of the population of East Sussex live in a rural area and 74% in an urban area.

c) Will people within these groups or affected by these factors be more affected by the proposal, project or service than those in the general population who are not in those groups or affected by these factors?

As supported bus and community transport services predominantly operate to rural areas, it follows that those living in rural areas will be disproportionately affected by changes in services compared to those living in urban parts of East Sussex.

d) What is the proposal, project or service’s impact on the factor or identified group?

The proposed RSBN has been developed based on the strategic outcomes and needs hierarchy identified in the PTSCS. Peak time access to education and employment will be largely unaffected. There will be some reduction in daytime services to key centres Mondays to Saturdays and in some areas a reduction to the number of days a service will be available off-peak. These changes have previously been outlined in Section 2.3 and Appendix 4 of the Cabinet Report.

The impact on people who live in a rural area has been considered according to the change that is proposed for each of the 101 services that comprise the RSBN.

For those 49 services where a change is proposed the anticipated impact on people who live in a rural area are summarised in the table below. More detailed explanations of the impacts are included after the table.

Proposed change	Impact Yes/No	Areas/service numbers	Consequences
Change to hourly (2 services)	no	These services do not operate in rural areas	
Change to 2 hourly off peak and maintain current days of operation (13 services)	Yes	95 Bexhill-Conquest Hospital 312 Rye-Tenterden 344 Rye-Northiam 347 Hastings-Pett	Less opportunity to access hospital appointments and for visiting friends/family members who are in hospital. Less opportunity to access amenities and services using public transport which could lead to loss of employment, health issues and social isolation
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak (4 services)	Yes	166 Lewes-Haywards Heath 256 Wadhurst-Tunbridge Wells 318 Hurst Green-Heathfield 824 Village Rider	Less opportunity to access amenities and services using public transport which could lead to loss of employment, health issues and social isolation
Change to 2 days per week and frequency remains broadly the same (3 services)	Yes	226 Rotherfield - Crowborough Locals 317 Heathfield Town Service 355 Heathfield - Battle	Less opportunity to access amenities and services using public transport which could lead to loss of employment, health issues and social isolation
Change to 3 days per week and frequency remains broadly the same (2 services)	Yes	248 Uckfield Local Services 249 Uckfield Local Services	Less opportunity to access amenities and services using public transport which could lead to loss of employment, health issues and social isolation
Change to number of journeys (7 services)	Yes	126 Seaford-Eastbourne 254 Wadhurst Rail Link 342 Hastings-Tenterden	Less opportunity to access amenities and services using public transport which could lead to loss of employment, health issues and social

			isolation
Removed service (Saturdays) (2 services)	Yes	125 Barcombe – Lewes 261 East Grinstead-Uckfield	Less opportunity to access amenities and services using public transport which could lead to loss of employment, health issues and social isolation.
Removed services (Evenings and Sundays) (7 services)	Yes	126 Seaford-Eastbourne 229 T Wells-Rotherfield 252 Heathfield-T Wells 254 T Wells-Hawkhurst 304 Hawkhurst-Hastings 344 Hastings-Rye-Northiam 349 Hastings-Hawkhurst	Less opportunity to access amenities and services using public transport which could lead to loss of employment, health issues and social isolation
School Services – remain broadly the same (29 services)	No		
Days and frequency remain broadly the same (23 services)	No		
Dial a ride and taxi rider services - maintain at same frequency and/or 3 days a week (9 services)	Yes	355 Taxi Rider Peacehaven TaxiRider	Less opportunity to access amenities and services using public transport which could lead to loss of employment, health issues and social isolation

If flexibility of time and frequency of supported bus and community transport services are reduced there will be less opportunity for people who live in rural areas to travel by supported bus and community transport services to leisure, shops and amenities during the week and on Saturdays and Sundays.

Public transport is an important part of safeguarding accessibility for people in rural areas, especially for those groups which display other characteristics of likely dependency on buses, such as older people, disabled people, children and people on low incomes.

People living in remote or rural areas require access to employment in the same way that people living in urban areas do. However, without a regular bus service at peak times, those without a car may find themselves unable to access employment which in turn can lead to unemployment, worklessness and poverty.

People living in remote or rural areas are at risk of social exclusion and isolation. The Campaign for Better Transport produced a report in 2007 explaining that rural buses are important in enabling non-drivers to access shops, education, training and services. This is further endorsed by the House of Commons Transport Committees report Passenger Transport in isolated communities. The proposed changes outlined in the RSBN may therefore negatively impact those living in rural areas by exacerbating social exclusion and isolation, and by reducing opportunities to access employment, and education.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

The findings from the consultation have provided in depth information by service number about usage of services and the impact our proposed changes may have on individuals and communities. As well as being used to inform this EqIA this information has been used to refine the original proposals for change. It will also be used to inform the ongoing discussions that we will have with commercial bus operators and other partners in the future.

f) Provide details of any mitigation.

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between July and September 2014 the new network has been configured with these needs and views in mind.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed, 85% of the bus network would be provided by commercial operators in the future (as opposed to the 80% currently). The routes of 19 of these services cover rural settlements.

We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network. We will also work with them to explore ways of increasing passenger numbers such as offering special ticket initiatives or providing better information about services. One initiative that we are currently working together on is the provision of Real Time Passenger Information which will be implemented by the end of 2016.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Community Transport operators have identified the potential to 'part commercialise' a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town and Parish Councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will also liaise with other relevant parties including ESCC departments, the NHS, local churches or religious groups or developers to identify and implement alternative solutions for rural areas.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the Strategy is formally adopted and what this means for the rural community. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

Communications materials will ensure that bus users and the wider community are aware of any agreed changes to the supported bus network including timetable information and when any changes will be implemented. To encourage the community to find alternative solutions, the County Council will actively raise awareness of available options such as car share clubs, the wheels2work scheme and alternative commercially provided public transport options. Information will be made available on the County Council's website as well as in other publications such as Your County and residents' magazine and will be displayed and / or available for review in community buildings.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor the service and review the balance of provision regularly to ensure efficiency and to find out how any changes that are made are impacting on bus passengers.

We will work with commercial and community transport operators to monitor the impacts of any changes and monitor any feedback that we receive about the proposed changes.

The findings of these surveys and any feedback about the impacts of the proposed changes will be reported to the Head of Transport and Operations at regular intervals. If as a result of this feedback any future changes are deemed necessary they will be based on the strategic priorities that have been identified and the resources that are available at that time.

4.9.2 Additional factor 2 - Part time workers

a) How are these groups/factors reflected in the County/District/Borough?

Employment Data East Sussex in Figures 2011	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All people aged 16-74 in employment	239,319	44,449	40,671	45,532	37,583	71,084
All Full Time	161,169	30,148	27,552	30,411	24,999	48,059
All Part Time	78,150	14,301	13,119	15,121	12,584	23,025
Part Time Women	56,341	10,032	9,272	10,862	8,994	17,181

b) How is this group/factor reflected in the population of those impacted by the proposal, strategy or policy?

This data shows that 32.7% of all employed residents of East Sussex are working part time, and that women are more likely to be part time workers than men. Working part time could mean working on specific days each week (rather than every day), or working short days every day or a combination of both. Across East Sussex 72.1% of all part time jobs are held by women.

c) Will people within these groups or affected by these factors be more affected by the proposal, policy or strategy than those in the general population who are not in those groups or affected by these factors?

Yes, as part time workers may work on specific days of the week or work short days or a combination of both it is likely that they will be adversely affected by a reduction in the time and frequency of services. However, the extent to which part time workers are likely to be affected will depend on their working regime and where they live.

d) What is the proposal, strategy or policy's impact on the factor or identified group?

The proposed RSBN has been developed based on the strategic outcomes and needs hierarchy identified in the PTSCS. Peak time access to education and employment will be largely unaffected. There will be some reduction in daytime services to key centres Mondays to Saturdays and in some areas a reduction to the number of days a service will be available off-peak. These changes have previously been outlined in Section 2.3 and in Appendix 4 of the Cabinet Report.

The impact on people who work part-time has been considered according to the change that is proposed for each of the 101 services that comprise the RSBN. For those 49 services where a change is proposed the anticipated impact on people who work part time are summarised in the table below. More detailed explanations of the impacts are included after the table.

Proposed change	Impact Yes/No	Consequences
Change to hourly (2 services)	Yes	Less opportunity to access place of work which could result in loss of employment, reduced capacity for shifts longer waiting times for journeys and / or having to leave earlier / get home later
Change to 2 hourly off peak and maintain current days of operation (13 services)	Yes	Less opportunity to access place of work which could result in loss of employment, reduced capacity for shifts longer waiting times for journeys and / or having to leave earlier / get home later
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak (4 services)	Yes	Less opportunity to access place of work which could result in loss of employment, reduced capacity for shifts longer waiting times for journeys and / or having to leave earlier / get home later
Change to 2 days per week and frequency remains broadly the same (3 services)	Yes	Less opportunity to access place of work which could result in loss of employment, reduced capacity for shifts
Change to 3 days per week and frequency remains broadly the same (2 services)	Yes	Less opportunity to access place of work which could result in: loss of employment, reduced capacity for shifts
Change to number of journeys (7 services)	Yes	Less opportunity to access place of work using public transport in the evenings and on Sundays which could result in loss of employment, reduced capacity for shifts,
Removed service (Saturdays) (2 services)	Yes	Potentially opportunity to access place of work using public transport on a Saturday which could lead to loss of employment,
Removed services (Evenings and Sundays) (7 services)	Yes	Less opportunity to access place of work using public transport in the evenings and on Sundays which could result in loss of employment, reduced capacity for shifts
School Services – remain broadly the same (29 services)	No	
Days and frequency remain broadly the same (23 services)	No	
Dial a ride and taxi rider services - maintain at same frequency and/or 3 days a week (9 services)	No	

If flexibility of time and frequency of supported bus and community transport services are reduced there will be less opportunity for people who work part time to travel. As a result it may restrict the days and times of day that they can work and the types of employment that they can undertake. For example they may not be able to undertake any employment that required them to work flexibly to meet business needs.

- e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?**

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents. This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

The findings from the consultation have provided in depth information by service number about usage of services and the impact our proposed changes may have on individuals and communities. As well as being used to inform this EqIA this information has been used to refine the original proposals for change. It will also be used to inform the ongoing discussions that we will have with commercial bus operators and other partners in the future.

f) Provide details of any mitigation.

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between July and September 2014 the new network has been configured with these needs and views in mind.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed, 85% of the bus network would be provided by commercial operators in the future (as opposed to the 80% currently). The routes of 17 of these services cover both urban and rural settlements.

We will continue to work with commercial bus operators to identify further opportunities to increase the size of the commercial network. We will also work with them to explore ways of increasing passenger numbers such as offering special ticket initiatives or providing better information about services. One initiative that we are currently working together on is the provision of Real Time Passenger Information which will be implemented by the end of 2016.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Community Transport operators have identified the potential to 'part commercialise' a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town and Parish Councils to identify potential sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the Strategy is formally adopted and what this means for

the community. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

Communications materials will ensure that bus users and the wider community are aware of any agreed changes to the supported bus network including timetable information and when any changes will be implemented. To encourage the community to find alternative solutions, the County Council will actively raise awareness of available options such as car share clubs, the wheels2work scheme and alternative commercially provided public transport options. Information will be made available on the County Council's website as well as in other publications such as Your County and residents' magazine and will be displayed and / or available for review in community buildings.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor the service and review the balance of provision regularly to ensure efficiency and to find out how any changes that are made are impacting on bus passengers.

We will work with commercial and community transport operators to monitor the impacts of any changes and monitor any feedback that we receive about the proposed changes.

The findings of these surveys and any feedback about the impacts of the proposed changes will be reported to the Head of Transport and Operations at regular intervals. If as a result of this feedback any future changes are deemed necessary they will be based on the strategic priorities that have been identified and the resources that are available at that time.

4.9.3 Additional factor 3 - Carers

a) How are these groups/factors reflected in the County/District/Borough?

Provision unpaid care Census 2011	East Sussex	Eastbourne	Hastings	Lewes	Rother	Wealden
All people	526671	99412	90254	97502	90588	148915
People provides no unpaid care	88.7%	89.4%	89.5%	88.2%	87.6%	88.8%
People provide unpaid care	11.3%	10.6%	10.5%	11.8%	12.4%	11.2%
Provides 1 to 19 hours unpaid care a week	7.5%	6.7%	6.3%	8.2%	8.0%	8.0%
Provides 20 to 49 hours unpaid care a week	1.3%	1.3%	1.5%	1.2%	1.4%	1.2%
Provides 50 or more hours unpaid care a week	2.5%	2.6%	2.7%	2.4%	3.0%	2.1%

The number of carers in East Sussex is estimated to be 59,409 (approximately 11% of the population), the majority of whom are in the age range 50-64. This figure is based on the number of people who identified themselves as providing unpaid care to family or friends in the Census 2011. However this could be an underestimate as it is known that many people do not choose to identify themselves as carers and therefore may not have responded positively to the specific census question.

b) How is this group/factor reflected in the population of those impacted by the proposal, strategy or policy?

Carers can be split into two groups:

- those who are routinely but informally supporting another person, especially an older person or a disabled person; and
- those (far fewer) who are recognised 'Companions' of people travelling with concessionary passes.

We know that there are just over 2,000 nominated companions in East Sussex who qualify for a National Concessionary Pass. We estimate that there may be between 100 and 150 disabled passengers travelling daily on the supported network, and possibly with between 35 and 50 Companions. This suggests that around 1% of all travellers on the supported network daily are holders of concessionary 'Companion' passes.

c) Will people within these groups or affected by these factors be more affected by the proposal, policy or strategy than those in the general population who are not in those groups or affected by these factors?

Carers and the people they care for may be adversely affected by a reduction in the time and flexibility of bus services.

d) What is the proposal, strategy or policy's impact on the factor or identified group?

The proposed RSBN has been developed based on the strategic outcomes and needs hierarchy identified in the PTSCS. Peak time access to education and

employment will be largely unaffected. There will be some reduction in daytime services to key centres Mondays to Saturdays and in some areas a reduction to the number of days a service will be available off-peak. These changes have previously been outlined in Section 2.3 and in Appendix 4 of the Cabinet Report.

The impact on people who are carers has been considered according to the change that is proposed for each of the 101 services that comprise the RSN.

For those 49 services where a change is proposed the anticipated impact on carers are summarised in the table below. More detailed explanations of the impacts are included after the table.

Proposed change	Impact Yes/No	Consequences
Change to hourly (2 services)	Yes	Less opportunity to travel to the person they are caring for. May mean that they cannot spend as long with the person they care for. May impact on the independence of the person they care for, meaning there is further reliance on them as a carer
Change to 2 hourly off peak and maintain current days of operation (13 services)	Yes	Less opportunity to travel to the person they are caring for. May mean that they cannot spend as long with the person they care for. May impact on the independence of the person they care for, meaning there is further reliance on them as a carer
Change to Monday to Friday school days/peak and reduce to 2 days per week off peak (4 services)	Yes	Less opportunity to travel to the person they are caring for. May mean that they cannot spend as long with the person they care for. May impact on the independence of the person they care for, meaning there is further reliance on them as a carer
Change to 2 days per week and frequency remains broadly the same (3 services)	Yes	Less opportunity to travel to the person they are caring for. No opportunity on some days of the week to travel to the person they care for, which may have health implications for that person and may also result in their social isolation. May mean that carers cannot spend as many days per week with the person they care for. May impact on the independence of the person they care for, meaning there is further reliance on them as a carer. May limit the carers ability to accompany patients to medical appointments / undertake their shopping etc.
Change to 3 days per week and frequency remains broadly the same (2 services)	Yes	Less opportunity to travel to the person they are caring for. No opportunity on some days of the week to travel to the person they care for, which may have health implications for that person and may also result in their social isolation. May mean that carers cannot spend as many days per week with the person they care for May impact on the independence of the person they care for, meaning there is further reliance on them as a carer May limit the carers ability to accompany patients to medical appointments / undertake their shopping etc
Change to number of journeys (7 services)	Yes	Less opportunity to travel to the person they are caring for. May mean that they cannot spend as long with the person they care for. May impact

		on the independence of the person they care for, meaning there is further reliance on them as a carer
Removed service (Saturdays) (2 services)	Yes	Less opportunity to travel to the person they are caring for on Saturdays. May mean there is no opportunity on Saturdays to travel to the person they care for, which may have health implications for that person and may also result in their social isolation. This may be particularly so for those who work full time Monday to Friday May impact on the independence of the person they care for, meaning there is further reliance on them as a carer
Removed services (Evenings and Sundays) (7 services)	Yes	Less opportunity to travel to the person they are caring for on Sundays and evenings. May mean there is no opportunity on Sundays and evenings to travel to the person they care for, which may have health implications for that person and may also result in their social isolation. This may be particularly so for those who work full time Monday to Friday and so can only carry out carer duties at evenings and weekends. May impact on the independence of the person they care for, meaning there is further reliance on them as a carer
School Services – remain broadly the same (29 services)	No	
Days and frequency remain broadly the same (23 services)	No	
Dial a ride and taxi rider services - maintain at same frequency and/or 3 days a week (9 services)	No	

We do not know how many informal carers are using the services in their own right, but we do know that any travel restrictions placed on the people they care for could have implications for informal carers' own welfare. If a largely independent older person can no longer travel because of cuts to services, the carer's practical commitment to this older person is likely to increase because the older person becomes less independent. The carer would need to take on tasks such as shopping and consequently have less time to themselves.

If flexibility of time and frequency of services are reduced there will be less opportunity for carers to travel by public transport to provide care for the person they care for. This will have an impact on the person in receipt of the care and the carer as it may restrict the days and times of day that the carer can provide the care that is required. Carers may be not be able to continue with established routines which could have an adverse impact on the person they care for if alternative care cannot be provided from another source or cannot be afforded.

e) What actions are to/ or will be taken to avoid any negative impact or to better advance equality?

As mentioned in section 3.4, a needs assessment has been undertaken during the development of the strategy to help identify the needs of East Sussex residents.

This needs assessment has shown that access to school and work is needed on a daily basis and access to healthcare facilities, shops banks, hairdressers, family/friends, and leisure on an occasional basis.

The findings from the consultation have provided in depth information by service number about usage of services and the impact our proposed changes may have on individuals and communities. As well as being used to inform this EqIA this information has been used to refine the original proposals for change. It will also be used to inform the ongoing discussions that we will have with commercial bus operators and other partners in the future.

f) Provide details of any mitigation.

Having identified the needs of residents during the development of the strategy and reviewed the feedback from the 12 week consultation undertaken between July and September 2014 the new network has been configured with these needs and views in mind.

Discussions with commercial operators during the 2014 consultation period have identified 23 financially supported services that have the potential to be commercialised. Commercialisation of these services will be subject to the proposals being agreed by Cabinet in December 2014. If agreed, 85% of the bus network would be provided by commercial operators in the future (as opposed to the 80% currently). The routes of 17 of these services cover both urban and rural settlements.

We are recommending that funding for a 3 day a week Dial-a-ride service is provided or the current level of funding retained if a 3 day a week service is currently provided. Similar discussions with Commercial Transport operators have identified the potential to part commercialise a number of dial –a-ride services. We will continue our work with Community Transport providers to ensure that this highly valued service can continue to meet needs with the funding that is available.

We will work with Borough, District, Town and Parish Councils to identify sources of funding or set up alternative travel solutions such as wheels2work and car share schemes. We would also actively promote these alternative travel solutions and any appropriate sustainable travel options such as walking and cycling.

We will also liaise with other parties including relevant ESCC departments to identify and implement alternative solutions.

A communications plan will be developed to ensure that as wide an audience as possible is aware when the Strategy is formally adopted and what this means for the community. It will also identify the best ways to reach the different audiences and will take into consideration accessibility issues such as language and literacy.

Communications materials will ensure that bus users and the wider community are aware of any agreed changes to the supported bus network including timetable information and when any changes will be implemented. To encourage the community to find alternative solutions, the County Council will actively raise awareness of available options such as car share clubs, the wheels2work scheme and alternative commercially provided public transport options. Information will be made available on the County Council's website as well as in other publications

such as Your County and residents' magazine and will be displayed and / or available for review in community buildings.

g) How will any mitigation measures be monitored?

We will continue to carry out on-bus surveys on supported bus routes to monitor the service and review the balance of provision regularly to ensure efficiency and to find out how any changes that are made are impacting on bus passengers.

We will work with commercial and community transport operators to monitor the impacts of any changes and monitor any feedback that we receive about the proposed changes.

The findings of these surveys and any feedback about the impacts of the proposed changes will be reported to the Head of Transport and Operations at regular intervals. If as a result of this feedback any future changes are deemed necessary they will be based on the strategic priorities that have been identified and the resources that are available at that time.

4.10 Human rights - Human rights place all public authorities – under an obligation to treat you with fairness, equality, dignity, respect and autonomy. **Please look at the table below to consider if your proposal, project or service may potentially interfere with a human right.**

Articles	
A2	Right to life (e.g. pain relief, suicide prevention)
A3	Prohibition of torture, inhuman or degrading treatment (service users unable to consent, dignity of living circumstances)
A4	Prohibition of slavery and forced labour (e.g. safeguarding vulnerable adults)
A5	Right to liberty and security (financial abuse)
A6 & 7	Rights to a fair trial; and no punishment without law (e.g. staff tribunals)
A8	Right to respect for private and family life, home and correspondence (e.g. confidentiality, access to family)
A9	Freedom of thought, conscience and religion (e.g. sacred space, culturally appropriate approaches)
A10	Freedom of expression (whistle-blowing policies)
A11	Freedom of assembly and association (e.g. recognition of trade unions)
A12	Right to marry and found a family (e.g. fertility, pregnancy)
Protocols	
P1.A1	Protection of property (service users property/belongings)
P1.A2	Right to education (e.g. access to learning, accessible information)
P1.A3	Right to free elections (Elected Members)

Section 1.07 Part 5 – Conclusions and recommendations for decision makers

5.1 Summarise how this proposal/policy/strategy will show due regard for the three aims of the general duty across all the protected characteristics and ESCC additional groups.

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people from different groups
- Foster good relations between people from different groups

The proposed RSBN is a detailed plan of the bus and community transport services that we are proposing to fund and provide in the future. It has been developed based on the strategic outcomes and hierarchy that has been identified in the Strategy. It will help the County Council to deliver the Vision and priorities that are set out in the Public Transport Strategic Commissioning Strategy.

A needs assessment has been undertaken as an integral stage in the development of the Strategy. It has helped quantify who needs to travel, where and why, which services could be changed and the impact a change could have on the community.

Analysis of annual passenger journeys on the commercial and supported network has identified how many passengers could be affected by the proposed changes to the supported bus network. The findings show that if the proposed changes were made 91% of all current bus passengers would be unaffected and over 95% of all current bus passengers would still have access to a 6 day a week service, Monday to Saturday.

The 12 week Consultation undertaken between July and September 2014 has given all residents the opportunity to tell us about the impact the proposed supported bus network would have on them. This has been taken into consideration in the design of the final network and has informed the analysis of the impacts undertaken as part of this EqIA.

5.2 Impact assessment outcome Based on the analysis of the impact in part four mark below ('X') with a summary of your recommendation.

X	Outcome of impact assessment	Please explain your answer fully.
	A No major change – Your analysis demonstrates that the policy/strategy is robust and the evidence shows no potential for discrimination and that you have taken all appropriate opportunities to advance equality and foster good relations between groups.	The impact analysis has identified that the proposed RSBN will potentially impact negatively upon those with protected characteristics. Most notably those individuals who are elderly and / or have a disability and / or live in a rural area.
x	B Adjust the policy/strategy – This involves taking steps to remove barriers or to better advance equality. It can mean introducing	However, a number of measures will be introduced to mitigate against

	measures to mitigate the potential effect.	<p>these potential effects. This includes working with others to help them find solutions to minimise the impacts on the wider community, and continuing to work with the commercial sector to identify routes that could be financially viable in the future.</p> <p>Furthermore, we will ensure that the changes which are to be implemented are effectively communicated to affected stakeholders and will regularly monitor the impacts of those changes.</p>
	C Continue the policy/strategy - This means adopting your proposals, despite any adverse effect or missed opportunities to advance equality, provided you have satisfied yourself that it does not unlawfully discriminate	
	D Stop and remove the policy/strategy – If there are adverse effects that are not justified and cannot be mitigated, you will want to consider stopping the policy/strategy altogether. If a policy/strategy shows unlawful discrimination it <i>must</i> be removed or changed.	

5.3 What equality monitoring, evaluation, review systems have been set up to carry out regular checks on the effects of the proposal, project or service?

(Give details)

5.6 When will the amended proposal, proposal, project or service be reviewed?

Date completed:		Signed by (person completing)	
		Role of person completing	
Date:		Signed by (Manager)	

Section 1.08 Part 6 – Equality impact assessment action plan

If this will be filled in at a later date when proposals have been decided please tick here and fill in the summary report.

The table below should be completed using the information from the equality impact assessment to produce an action plan the implementation of the proposals to:

- 5. Lower the negative impact, and/or
- 6. Ensure that the negative impact is legal under anti-discriminatory law, and/or
- 7. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact
- 8. If no actions fill in separate summary sheet.**

Please ensure that you update your service/business plan within the equality objectives/targets and actions identified below:

Area for improvement	Changes proposed	Lead Manager	Timescale	Resource implications	Where incorporated/flagged? (e.g. business plan/strategic plan/steering group/DMT)

6.1 Accepted Risk

From your analysis please identify any risks not addressed giving reasons and how this has been highlighted within your Directorate:

Area of Risk	Type of Risk? (Legal, Moral, Financial)	Can this be addressed at a later date? (e.g. next financial year/through a business case)	Where flagged? (e.g. business plan/strategic plan/steering group/DMT)	Lead Manager	Date resolved (if applicable)

