

Thurrock - An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future

# Planning, Transport, Regeneration Overview and Scrutiny Committee

The meeting will be held at **7.00 pm** on **23 November 2022**

**Committee Room 2, Civic Offices 3, New Road, Grays, Essex, RM17 6SL.**

## Membership:

Councillors Alex Anderson (Chair), John Allen (Vice-Chair), Robert Gledhill, Tom Kelly, Kairen Raper and Lee Watson

## Substitutes:

Councillors Adam Carter, Shane Hebb, John Kent, Martin Kerin and James Thandi

## Agenda

Open to Public and Press

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<b>1. Apologies for Absence</b>	
<b>2. Minutes</b>	<b>5 - 8</b>
To approve as a correct record the minutes of the Planning, Transport, Regeneration Overview and Scrutiny Committee meeting held on 18 October 2022.	
<b>3. Items of Urgent Business</b>	
To receive additional items that the Chair is of the opinion should be considered as a matter of urgency, in accordance with Section 100B (4) (b) of the Local Government Act 1972. To agree any relevant briefing notes submitted to the Committee.	
<b>4. Declaration of Interests</b>	
<b>5. Purfleet Centre Regeneration Programme</b>	<b>9 - 14</b>

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|-----------|--|------------------|
| <b>6.</b> | <b>Grays Regeneration Update</b>       | <b>15 - 20</b>   |
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**Queries regarding this Agenda or notification of apologies:**

Please contact Kenna-Victoria Healey, Senior Democratic Services Officer by sending an email to [Direct.Democracy@thurrock.gov.uk](mailto:Direct.Democracy@thurrock.gov.uk)

Agenda published on: **15 November 2022**

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# DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF

Breaching those parts identified as a pecuniary interest is potentially a criminal offence

## Helpful Reminders for Members

- *Is your register of interests up to date?*
- *In particular have you declared to the Monitoring Officer all disclosable pecuniary interests?*
- *Have you checked the register to ensure that they have been recorded correctly?*

## When should you declare an interest at a meeting?

- **What matters are being discussed at the meeting?** (including Council, Cabinet, Committees, Subs, Joint Committees and Joint Subs); or
- If you are a Cabinet Member making decisions other than in Cabinet **what matter is before you for single member decision?**



Does the business to be transacted at the meeting

- relate to; or
- likely to affect

any of your registered interests and in particular any of your Disclosable Pecuniary Interests?

Disclosable Pecuniary Interests shall include your interests or those of:

- your spouse or civil partner's
- a person you are living with as husband/ wife
- a person you are living with as if you were civil partners

where you are aware that this other person has the interest.

A detailed description of a disclosable pecuniary interest is included in the Members Code of Conduct at Chapter 7 of the Constitution. **Please seek advice from the Monitoring Officer about disclosable pecuniary interests.**

**What is a Non-Pecuniary interest?** – this is an interest which is not pecuniary (as defined) but is nonetheless so significant that a member of the public with knowledge of the relevant facts, would reasonably regard to be so significant that it would materially impact upon your judgement of the public interest.

## **Pecuniary**

If the interest is not already in the register you must (unless the interest has been agreed by the Monitoring Officer to be sensitive) disclose the existence and nature of the interest to the meeting

If the Interest is not entered in the register and is not the subject of a pending notification you must within 28 days notify the Monitoring Officer of the interest for inclusion in the register

**Unless you have received dispensation upon previous application from the Monitoring Officer, you must:**

- **Not participate or participate further in any discussion of the matter at a meeting;**
- **Not participate in any vote or further vote taken at the meeting; and**
- **leave the room while the item is being considered/voted upon**

**If you are a Cabinet Member you may make arrangements for the matter to be dealt with by a third person but take no further steps**

## **Non- pecuniary**

Declare the nature and extent of your interest including enough detail to allow a member of the public to understand its nature



**You may participate and vote in the usual way but you should seek advice on Predetermination and Bias from the Monitoring Officer.**

## Our Vision and Priorities for Thurrock

An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.

1. **People** – a borough where people of all ages are proud to work and play, live and stay
  - High quality, consistent and accessible public services which are right first time
  - Build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
  - Communities are empowered to make choices and be safer and stronger together
  
2. **Place** – a heritage-rich borough which is ambitious for its future
  - Roads, houses and public spaces that connect people and places
  - Clean environments that everyone has reason to take pride in
  - Fewer public buildings with better services
  
3. **Prosperity** – a borough which enables everyone to achieve their aspirations
  - Attractive opportunities for businesses and investors to enhance the local economy
  - Vocational and academic education, skills and job opportunities for all
  - Commercial, entrepreneurial and connected public services

## Minutes of the Meeting of the Planning, Transport, Regeneration Overview and Scrutiny Committee held on 18 October 2022 at 7.00 pm

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**Present:** Councillors Alex Alex Anderson (Chair), Robert Gledhill, Tom Kelly, Kairen Raper and Lee Watson

**In attendance:** Kevin Munnelly, Assistant Director of Regeneration and Place Delivery  
Kenna-Victoria Healey, Senior Democratic Services Officer

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Before the start of the Meeting, all present were advised that the meeting was being recorded and livestreamed, with the recording to be made available on the Council's website.

### **8. Minutes**

The minutes of the Planning, Transport and Regeneration Overview and Scrutiny Committee meeting held on 5 July 2022 were approved as a true and correct record.

### **9. Items of Urgent Business**

There were no items of urgent business.

### **10. Declaration of Interests**

There were no interests declared.

### **11. A13 Widening Project**

The Assistant Director of Regeneration and Place Delivery presented the report found on pages 15-20 of the agenda.

The Chair of the Committee thanked the Assistant Director for the report, referring to lighting issues he sought as to whether the equipment required had been ordered and further sought assurances that 23 January 2023 was to be the completion date. The Assistant Director of Regeneration and Place Delivery commented this was the estimate date given to the Council by contractors and subject to any unknown delays this date was being worked to.

Councillor Raper referred to paragraph 2.2 regarding issues on the project which had resulted in delays and asked that these reports be circulated to Members of the Committee. The Assistant Director of Regeneration and Place Delivery agreed and commented that once the project had been completed the Committee would receive a closure report.

Councillor Watson enquired as there was now a completion date of 23 January as to whether Officers forecasted any delays which would prevent the project from completing. She further asked whether the Committee would receive a breakdown of the actual costs come January 2023.

The Assistant Director of Regeneration and Place Delivery advised Members most of the milestones within the project except for lighting were due to be completed in November 2022. He continued by stating the 23 January 2023 was an estimated date for the scheme to be completed and handed it back Thurrock. The Assistant Director commented the next report presented to the Committee would set out a timeline of the project for Members and a closure report would also be submitted to the Committee outlining the lessons learned as well as financial closure of the project.

Councillor Gledhill enquired about the acquisition of the lighting equipment, specifically seeking what equipment was being waited on. The Assistant Director of Regeneration and Place Delivery explained contractors were waiting for a component element of the control for the light system.

It was suggested by Councillor Gledhill that an additional recommendation be added following requests to Officers for additional information "That Officers provide the requested information by Members at the next meeting." This was agreed by all Members of the Committee.

**RESOLVED that the Planning, Transportation and Regeneration Overview and Scrutiny Committee:**

- 1. Notes and comments on the report content.**
- 2. Officers provide the requested information by Members at the next meeting**

**12. Stanford-le-Hope Interchange Report**

The Assistant Director of Regeneration and Place Delivery presented the report found on pages 21-28 of the agenda.

The Chair of the Committee thanked the Assistant Director for the report and referring to paragraph 3.10 of the report enquired as to when construction on the project was now scheduled to take place and what impact the negotiation with regards to the contract was going to have on the construction start date and overall completion of the project. The Assistant Director commented it was unfortunate but by looking at the table at paragraph 3.10 of the report, it was clear there were to be further delays to the construction start date due to contract negotiations, however Officers were hopeful to come to a contract agreement by the end of October. The Chair of the Committee requested a Briefing Note be circulated to Committee updating them on the project after the 31<sup>st</sup> October 2022.

During discussions Councillor Watson thanked the Assistant Director for the report and highlighted her main concern was the risk that this project could also become overspent as has happened the A13 Widening Project. She continued by stating there was already a project envelope set at £29 million, however if delays were continuing this would incur more costs. She sought assurances that the overall project would remain the same and that the business case would be approved and signed off so that both phases of the project could to be completed together.

The Assistant Director of Regeneration and Place Delivery advised Members a lot of design work had already been completed which gave Officers slightly more control to make sure timelines were kept too. He confirmed that reports would be presented to the Committee to ensure Members were updated as to the process of the project. Members heard how Officers were bringing into the project the additional resources required to support the scheme, which in the long term could save resources. This included ensuring the experts required were involved and making sure that people internal to the Council were also involved in those discussions, this included the Urban Design Team and the Highways Department.

Members sought clarity on inflations costs and how much these would be costing the project per month, asking that the information be reported back to the Committee.

The Chair of the Committee suggested an additional recommendation be added following requests to Officers for additional information "That Officers provide the requested information by Members at the next meeting." This was agreed by all Members of the Committee.

**RESOLVED that the Planning, Transport and Regeneration Overview and Scrutiny Committee:**

- 1. Notes and comments on the information provided relating to the Stanford-le-Hope Interchange project**
- 2. Officers provide the requested information by Members at the next meeting**

**13. Planning, Transport, Regeneration Overview and Scrutiny Committee Work Programme 2022/2023**

The Chair addressed the Committee explaining he had requested an extraordinary meeting to be held on 23 November 2022, this was agreed by Members, who requested that the work programme be updated and circulated to the Committee.

Councillor Kelly asked that Members receive an update on the A13 East Facing Access.

**RESOLVED**

**That there be an Extraordinary Committee on 23<sup>rd</sup> November 2020 and that update on the A13 East Facing Access be included on the Work Programme.**

**The meeting finished at 7.58 pm**

Approved as a true and correct record

**CHAIR**

**DATE**

**Any queries regarding these Minutes, please contact  
Democratic Services at [Direct.Democracy@thurrock.gov.uk](mailto:Direct.Democracy@thurrock.gov.uk)**

<b>23 November 2022</b>		<b>ITEM: 5</b>
<b>Planning, Transport and Regeneration Overview and Scrutiny Committee</b>		
<b>Purfleet Centre Regeneration Programme</b>		
<b>Wards and communities affected:</b> West Thurrock and South Stifford	<b>Key Decision:</b> Key	
<b>Report of:</b> Mike Gappy, Purfleet Regeneration Programme Manager		
<b>Accountable Assistant Director:</b> Kevin Munnelly, Assistant Director for Regeneration and Place Delivery		
<b>Accountable Director:</b> Mark Bradbury, Director of Place		
<b>This report is</b> Public		

## Executive Summary

Purfleet Centre is the largest regeneration programme which the Council is supporting delivery. Through a series of reports over recent years, Cabinet has been updated on the progress of this high profile scheme that is being delivered in conjunction with its development partner Purfleet Centre Regeneration Limited (“PCRL”). The project will ultimately deliver more than 2,650 new homes around a new town centre, vastly improved community facilities and a Media Village providing new employment opportunities.

One of the main areas of focus for the early stage of the programme is to deliver the costly strategic infrastructure for the scheme, which will ensure this significant amount of growth for the town centre is well managed.

To this end, Thurrock Council succeeded in securing £75.1m of grant funding from the Ministry of Housing, Communities and Local Government (MHCLG) via the Housing Infrastructure Fund (HIF) of which c£25m has been claimed to date. This funding is significantly assisting the Council and its development partner PCRL to deliver an “infrastructure first” approach for the regeneration of Purfleet Centre, supporting the existing community and unlocking the wider development site, to allow the area to realise its full potential.

The conditions attached to the HIF investment will require changes to be made to the existing Development Agreement to ensure that the Council can maintain its contractual obligations under the Grant Determination Agreement with Homes England.

The scheme has a long-term delivery programme and further amendments to the Development Agreement and funding partners may be required during the lifetime of the scheme to ensure that it continues to respond to the local economic climate and needs.

As part of the Thurrock Council's draft Improvement and Recovery Plan 2022, this project along with others that make up the Council Capital Programme will be subject to a review as part of the objective to achieve long term financial sustainability. This review is currently ongoing and the results of which will form a report to Cabinet and this Overview Committee.

## **1. Recommendation(s)**

- 1.1 Overview and Scrutiny Committee are asked to comment on the positive progress of the scheme in recent months and, in particular, continued success of the £75.1m HIF of Central Government investment into the Borough of which c£25m has been claimed for Purfleet;**
- 1.2 Note the ongoing process needed to negotiate terms with PCRL, Homes England and Thurrock Council to continue with the procurement of additional funding for the next phases of the Purfleet Programme.**

## **2. Introduction and Background**

- 2.1 The Purfleet Centre Project ("the Project") is one of the six Growth Hubs in the Borough, and is a key part of the Council's regeneration programme. Whilst the majority of the Borough's growth is 'private sector' led the Purfleet Centre Project is the largest regeneration programme which the Council is directly involved with, owing to the use of its significant land holding in the area. The Council is working together with development partner Purfleet Centre Regeneration Ltd ("PCRL") to bring forward this major redevelopment. The Council has set out a vision to create a destination in Purfleet, which will include around 2,650 new homes, a new town centre, local shops, a supermarket, a primary school, a health centre, centre and upgraded rail station, to address existing deficiencies in services and facilities, and to maximise the benefit of Purfleet's riverside location.
- 2.2 The Project accords with national and local planning policy including the spatial objectives of the Council's Core Strategy, which promote Purfleet as a centre for regeneration. The Project also broadly complies with a number of adopted Core Strategy Spatial and Thematic policies set out in the Council's Core Strategy and Local Plan, such as Policy CSTP5 (Neighbourhood Renewal) which identifies Purfleet as a priority regeneration area, and Policy CSTP7 (Network of Centres) which designates a "new local centre" at Purfleet.



- 2.3 An outline planning application for the Project was granted on 20th December 2019 (planning application reference 17/01668/OUT) which establishes the principle of comprehensive redevelopment of central Purfleet with a residential-led, mixed use development, including a film, television and media studio complex, a new primary school and new local facilities. The outline permission was followed by numerous reserved matters applications for individual sites within the Project which will be brought forward over a number of years.
- 2.4 The introduction of HIF joins other positive milestones for the project over the past 12 - 24 months including:
- Securing outline planning consent for the whole masterplan area.
  - Securing full planning consent for the first 61 homes and development now well advanced
  - Other Key RMA consents being considered by the LPA for new road and bridge infrastructure
  - Completing some key land acquisitions to support phase 1 of the scheme.
  - Agreeing an outline brief for the Integrated Medical Centre (IMC) and the new primary school.
  - PCRL have commissioned a design team to progress these designs and their work will integrate both the primary school and the IMC as core parts of the regeneration of Purfleet, together with advance GRIP design for the complete upgrade of the Purfleet rain station.

### **3. Issues, Options and Analysis of Options**

- 3.1 As part of obligations set within the current Development Agreement and to enable the continuation the HIF claim process, Homes England have provided the Council and PCRL with a number of conditions contained within the Grant Determination Agreement that need to be addressed. The main condition being that PCRL are required to procure private sector equity development funding for the Purfleet scheme to continue to the next development phases.
- 3.2 The Council is working with PCRL and Homes England to provide the required support to satisfy this condition. PCRL have engaged with the private sector funding market and are now in a period of due diligence with a potential chosen funding provider.
- 3.3 For any such funding to be considered the precise mechanism and terms remain the subject of discussion between both the Council, HE, and PCRL with specialist advisors. However, it is likely that the DA between the Council and PCRL will need to be amended to achieve this and further Cabinet approvals to agree any such potential conditional funding offer.
- 3.4 The original DA was negotiated with PCRL at the end of a competitive dialogue process and has been subject to further Deeds of Variation to serve

and govern the project through its early milestones. As the scheme moves forward the DA 's ability to allow the scheme to adapt to changing economic circumstances will be tested. Further changes to the DA may be required to ensure that the Council can effectively manage performance and that the scheme continues to address local needs.

#### **4. Reasons for Recommendation**

- 4.1 The Council's strategies have identified Purfleet as one of the Borough's Growth Hubs where housing and employment growth are to be concentrated.
- 4.2 The HIF grant has greatly assisted with the delivery of the project but in order to satisfy contract conditions and the requirement for additional development funding changes will need to be made to the DA to accommodate those conditions of any potential investor.
- 4.3 The projects currently in progress support the council's current priorities for regeneration in the town centre as detailed in the Cabinet reports referenced in this report.

#### **5. Consultation (including Overview and Scrutiny, if applicable)**

- 5.1 The local plan includes a comprehensive framework for stakeholder engagement and statutory consultation.
- 5.2 Securing the delivery of the Purfleet Centre project has been reported to Cabinet and Overview and Scrutiny Committee on a number of occasions as shown below.
- 5.3 Progress has been reported regularly to the Purfleet Community Forum and PCRL continue to maintain the ourpurfleet.com website to keep the wider community updated on progress. PCRL have also re-instigated the Purfleet Community Design panel.
  - March 2020 – Cabinet – Purfleet Centre Regeneration  
<https://democracy.thurrock.gov.uk/ieListDocuments.aspx?CId=129&MId=5584#A111402>
  - November 2018 - PTR O&S – Briefing: Purfleet Centre Update  
<https://democracy.thurrock.gov.uk/ieListDocuments.aspx?CId=170&MId=5464&Ver=4>
  - March 2018 – Cabinet – Purfleet Centre Update  
<https://democracy.thurrock.gov.uk/ieListDocuments.aspx?CId=129&MId=5212&Ver=4>
  - January 2018 – PTR O&S - Purfleet Centre Update  
<https://democracy.thurrock.gov.uk/ieListDocuments.aspx?CId=170&MId=5197&Ver=4>
  - October 2015 – Cabinet – Purfleet Centre: Award of Contract

## **6. Impact on corporate policies, priorities, performance and community impact**

- 6.1 Purfleet Centre is referenced in the Council's Economic Development and Regeneration Strategies and the Local Development Framework. The receipt of HIF is making a significant contribution to achieving the Council's vision for Purfleet and is of great benefit in bringing the programme forward.

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Mark Terry**  
**Senior Financial Accountant**

The current DA has clear mechanisms and thresholds for assessing financial viability. Homes England aim to facilitate the recovery of public funding back to the public sector for reuse in other housing schemes. Under the current DA If successful this will provide a positive benefit to the Council in delivering its wider housing aspirations. Funding will only be recovered where returns allow so the overall viability of the Purfleet scheme will remain intact. A full financial assessment will need to be undertaken at the agreed decision points within the DA ensuring the scheme only progresses to delivery when viability and value for money to the Council is confirmed.

### **7.2 Legal**

Implications verified by: **Helen Graydon**  
**Principal Property Lawyer**

The Cabinet decisions referenced at 5.3 above included consideration of legal issues arising. Gowlings WLG and CBRE have advised the Council on all aspects of the DA to date with input as necessary from Internal Legal Services. Gowlings WLG will advise the Council on any necessary changes to the clauses of the DA with input as necessary from internal legal services including in relation to compliance with the Council's own rules, codes and protocols including its procurement rules.

### 7.3 Diversity and Equality

Implications verified by: **Roxanne Scanlon**  
**Community Engagement & Project Monitoring Officer**

The Development Proposals for this Project support long-term achievement of the Council's equality objectives and specifically those associated with resident's access to services in addition to supporting community integration and cohesion. Through construction to delivery, employment opportunities will be introduced along with the provision of new community facilities and a diverse mixture of housing types in Purfleet.

The 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires Public Bodies to have due regard to the need to:

- 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 broad purpose of this duty is to integrate considerations of equality into day business and keep them under review in decision making, the design of policies and the delivery of services.

### 7.4 Other implications (where significant) – i.e. Staff, Health Inequalities, Sustainability, Crime and Disorder, and Impact on Looked After Children

- None

### 8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright)

- None

### 9. Appendices to the report

- None

### Report Author:

Mike Gappy

Purfleet Regeneration Programme Manager

<b>23 November 2022</b>	<b>ITEM: 6</b>
<b>Planning, Transport and Regeneration Overview and Scrutiny Committee</b>	
<b>Grays Regeneration Update</b>	
<b>Wards and communities affected:</b> Grays Riverside, Grays Thurrock	<b>Key Decision:</b> Key
<b>Report of:</b> Brian Priestley, Regeneration Programme Manager	
<b>Accountable Assistant Director:</b> Kevin Munnelly, Assistant Director for Regeneration and Place Delivery	
<b>Accountable Director:</b> Mark Bradbury, Director of Place	
<b>This report is</b> Public	

## Executive Summary

Grays is identified in the Adopted Local Plan as one of the Growth Hubs in the Borough where regeneration and growth is to be concentrated.

A vision for Grays town centre was adopted by the Council’s Cabinet in July 2013 and in November 2017 Cabinet adopted a refreshed Development Framework to provide the spatial context for implementing the Council’s ongoing regeneration programme.

Projects in that programme have been or are being implemented. Current projects include improvements in the connectivity between the town centre and its riverfront and to the riverside park spaces at Grays Beach Park/Kilvert’s Field. A planning application has been submitted for the underpass the Council recently entered in to contract with Network Rail for the next stages of design.

As part of the Thurrock Council’s draft Improvement and Recovery Plan 2022, this project along with others that make up the Council Capital Programme will be subject to a Gateway review as part of the objective to achieve long term financial sustainability. In parallel with the detailed engineering design work, this Gateway review will examine the current project costings, funding and the selected procurement and project management option. This review will provide the Council will an accurate position on the current debt borrowing requirements. The results of which will form a report to Cabinet and this Overview Committee.

The Grays Town Board and the Council submitted the Grays Town Investment Plan (TIP) and have signed Heads of Terms with DLUHC for £19.9million of funding for projects detailed in the Plan. Detailed submissions have been made to Government

to secure the funding for three projects in the TIP, a response is expected before Christmas.

The strategy in the 2017 Framework is now dated. A new strategy for the town will now be prepared as part of the new local plan. The strategy will inform local plan policy and form part of the local plan consultations planned for 2023.

## **1. Recommendation(s)**

### **1.1 Planning, Transport and Regeneration Overview and Scrutiny Committee are asked to comment on the proposed approach to updating the existing Masterplan for Grays set out in this report.**

## **2. Introduction and Background**

2.1 Grays was identified in the Council's adopted Local Plan as one of five (now six) growth hubs— areas where regeneration investment and growth activity were to be concentrated. In July 2013 the Council's Cabinet agreed schemes that would contribute to the regeneration of the town centre. In November 2017 the Grays Town Centre Framework Refresh was agreed by Cabinet to express the context for delivery.

2.2 Many projects have been delivered e.g. South Essex College, the Old Courthouse business centre, changes to the road network, and housing schemes at Seabrooke Rise and Argent Street. Council funds together with the Towns Fund Accelerated Fund have enabled refurbishment of the bus station and new leisure and play facilities at Grays Beach Park, completed in 2021/2022.

2.3 Schemes currently in progress include potential housing schemes in Darnley Road/Crown Road and the Council's CO1 site. Other schemes are progressing to improve the connectivity of the town centre with its riverfront.

## **3. Issues, Options and Analysis of Options**

### Grays Town Centre Strategy

3.1 The framework agreed by Cabinet 2017 is now dated. Circumstances facing town centres are now very different. Members will be aware of the emerging local plan and the work of the Local Development Plan Task Force and the briefing note on the local plan that was provided for the Committees' meeting in October 2022.

3.2 Preparations for the new local plan include a new strategy for Grays town centre that reflects the current pressures facing the town centre and expectations for its future regeneration. The new strategy will also provide an opportunity to review the continued relevance of remaining schemes from the

2017 framework. The strategy will inform local plan policy and form part of the local plan consultations planned for 2023.

### Grays Town Investment Plan

- 3.3 In October 2022 Cabinet supported the submission of business case summaries to DLUHC for three projects to benefit from a total of £19.9million of funding from the Governments Towns Fund. All the selected projects were located at Grays Beach Park and Kilverts Field, these are;
- a. beach, multi-use structures for events, pedestrian paths set in enhanced public spaces attracting 30,000 arts, culture and events-based visitors each year
  - b. physical events space and infrastructure, small multi-use structures, space for community-led public arts projects, and the reconfiguration of the Lightship Café to provide a multi-use food and beverage offer.
  - c. activities centre to establish a strong sense of place with links to Grays' maritime identity, history and culture.
- 3.4 The Business case summaries were submitted as required in October 2022 and a response from DLUHC is expected before Christmas. Assuming grant funding is approved delivery milestones are;
- Submission of Planning application                      March/April 2023
  - Commence construction                                      March 2024
  - Completion    March 2026.
- 3.5 Reports to Cabinet in July 2021 and October 2022 provided details of the projects, cost and risk issues. Risk management process is in place. Recognising inflationary pressures on development costs the projects will be closely monitored to ensure all capital costs are kept within the grant funding provided and further reports will be provided as required to the committee and Cabinet as the projects progress.

### Grays Underpass

- 3.6 In July 2021 Cabinet agreed the Council's capital programme including a budget of £37.3 million for this project, the next steps to delivery, and the approach to land assembly. As part of the Thurrock Council's draft Improvement and Recovery Plan 2022, this project along with others that make up the Council Capital Programme will be subject to a Gateway review as part of the objective to achieve long term financial sustainability. In parallel with the detailed engineering design work, this Gateway review will examine the current project costings, funding and the selected procurement and project management option. This review will provide the Council will an accurate position on the current debt borrowing requirements and provide an updated costed risk register, which will take into account future inflationary uncertainty and the current stakeholder funding balance.

Key milestones reached following these decisions;

- Planning applications submitted May 2022
- Design contract with Network Rail October 2022

3.7 The delivery programme is subject to the time required for matters outside the control of the Council; necessary decision processes of the Council's delivery partner, Network Rail, and land assembly.

3.8 Use of the Council's powers of Compulsory Purchase will only be required if ongoing efforts to secure negotiated acquisitions are unsuccessful. It is anticipated that these powers will be required. The time for securing all land will depend on the time required for a public inquiry and the decision of the inspector but this could take up to 18 months. Furthermore, all construction projects are experiencing significant inflationary pressures on costs and supply shortages. There will be ongoing review of costs against budgets. Project risk management is in place and further reports will be provided to the committee and Cabinet as the project progresses. The main current delivery milestones are;

- Planning decision Jan/Feb 2023
- Detailed design August 2023
- Land assembly (assuming CPO) July 2024
- Construction Underpass July 2025
- Construction public realm areas July 2026

#### **4. Reasons for Recommendation**

4.1 The Council's strategies have identified Grays as one of the Borough's Growth Hubs where housing and employment growth are to be concentrated. Grays Town Centre faces significant challenges.

4.2 Addressing these challenges requires a coordinated approach to ensure that benefits are maximised. The current Masterplan has provided a framework which has secured significant improvements. But now challenges have arisen and need to be reflected in a new baseline which also takes into account the changed economic climate. The new strategy will provide a current context for the council's planning and regeneration activities with the added benefits of being a material consideration in planning decisions.

4.3 The projects currently in progress support the council's current priorities for regeneration in the town centre as detailed in the Cabinet reports referenced in this report.

#### **5. Consultation (including Overview and Scrutiny, if applicable)**

5.1 The local plan includes a comprehensive framework for stakeholder engagement and statutory consultation.



5.2 The Cabinet reports referenced elsewhere in this report detail previous and proposed stakeholder engagement and consultation for each of the projects.

## **6. Impact on corporate policies, priorities, performance and community impact**

6.1 The adopted Thurrock Local Plan identifies Grays as a Growth Hub where economic regeneration and housing growth are to be focussed. The Grays Town Centre Framework Refresh was approved by Cabinet in November 2017 and out a vision for Grays town centre along with objectives aimed at regenerating the town centre economy. The new local will be one of the Council's key strategy documents and the new town centre strategy will be an integral part of this strategy.

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Mike Jones**  
**Strategic Lead Corporate Finance**

In July 2021 Cabinet approved the budget for the underpass, the next steps to implementation, and land assembly by negotiation and agreement with landowners and use compulsory purchase powers if required. Cabinet in July 2021 agreed a budget based on an estimated cost of 37.3million.

As part of the Thurrock Council's draft Improvement and Recovery Plan 2022, this project along with others that make up the Council Capital Programme will be subject to a Gateway review as part of the objective to achieve long term financial sustainability. In parallel with the detailed engineering design work, this Gateway review will examine the current project costings, funding and the selected procurement and project management option. This review will provide the Council will an accurate position on the current debt borrowing requirements and provide an updated costed risk register, which will take into account future inflationary uncertainty and the current stakeholder funding balance. It is noted that due to the current economic situation the ability of the Council to undertake additional capital borrowing will be severely restricted and this will need to be taken into account as part of the Gateway review.

### **7.2 Legal**

Implications verified by: **Helen Graydon**  
**Principal Property Lawyer**

The Cabinet decisions referenced above included consideration of legal issues arising.

### 7.3 Diversity and Equality

Implications verified by: **Roxanne Scanlon**  
**Community Engagement & Project**  
**Monitoring Officer**

The Town Board and its Advisory Group include a full range of representation of stakeholders. The Advisory Group is open to others to join. Stakeholder engagement has built on existing engagement exercises carried out in Grays over recent years. As part of the process of developing the TIP, the Council and the Town Board have carried out extensive community engagement. The Town Board has committed to ongoing engagement through the process for submission and project development. The TIP will include different projects, each of which will require a community equality impact assessment. The TIP engagement plan will seek to ensure that proposals understand and, where possible, improve equality and diversity.

The Cabinet decisions referenced above included consideration of diversity and equality issues arising, including the need to undertake stakeholder engagement and Community Equality Impact Assessments.

All information regarding Community Equality Impact Assessments can be found here: <https://intranet.thurrock.gov.uk/services/diversity-and-equality/ceia/>

### 7.4 Other implications (where significant) – i.e. Staff, Health Inequalities, Sustainability, Crime and Disorder, and Impact on Looked After Children

- None

### 8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright)

- None

### 9. Appendices to the report

- None

### Report Author:

Brian Priestley

Regeneration Programme Manager

<b>23 November 2022</b>		<b>ITEM: 7</b>
<b>Planning, Transportation and Regeneration Overview and Scrutiny</b>		
<b>Thurrock Supported Bus Services</b>		
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Key Decision	
<b>Report of:</b> Navtej Tung, Strategic Transport Manager		
<b>Accountable Assistant Director:</b> Leigh Nicholson, Assistant Director, Planning, Transportation and Public Protection		
<b>Accountable Director:</b> Julie Rogers, Director of Public Realm		
<b>This report is</b> Public		

## Executive Summary

Thurrock Council supports through financial contribution three local bus services within the borough. These services, tendered by the council in 2019 are funded through a corporate budget. The services are operated by the bus operator NIBS on a three-year contract, which concluded in March 2022, with an option to extend by up to a further two years. Due to uncertainty in the market, and the impacts of the pandemic, a twelve-month extension has been implemented. The tendered cost of these services was approximately £452,000 per annum, but due to cost pressures, has risen significantly this year. With the receipt of a grants from the Department for Transport, and increased fare revenues, the projected liability for this year is £18,565.13 which will form a corporate budgetary pressure on the council. If these services were to be extended by a further year, there is expected to be a further cost increase of 6%-18%, a budgetary pressure of between £150,000 - £200,000 for the year 2023/24.

This report presents the outcome of bus patronage data and a twelve-week consultation regarding these supported services to help enable decision makers to determine if these services present value for money. Members are asked to review these finding to help support Cabinet in their decision making.

### 1 Recommendation(s)

- 1.1 **For Members of Planning, Transportation and Regeneration Overview and Scrutiny Committee to consider and comment on the report and supporting appendices for presentation to Cabinet.**

**1.2 For Members of the PTR O&S Committee to make recommendations based on the contents of the report and supporting appendices on the future of the three supported services for consideration by Cabinet.**

**2 Introduction and Background**

- 2.1 Thurrock Council currently subsidises the operation of three local bus services within the borough. These services provide access to and from a number of locations and for communities which would not be otherwise supported by commercially sustainable bus services. These three services, the 11, 265 and 374, are further detailed below, with a route map appended to this report.
- 2.2 Service 11 serves Purfleet-on-Thames, Aveley, South Ockendon, North Stifford, Thurrock Hospital/proposed IMC, Grays, Chadwell St Mary, Orsett, Horndon-on-the-Hill, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminating at Basildon bus station. This bus departs every two hours from approximately 7am until 7pm Monday to Friday only, with one bus in each direction.
- 2.3 The 265 operates twice a day with a solitary bus on Mondays, Wednesdays and Fridays only, connecting Grays, Socketts Heath, Orsett, Bulphan and West Horndon, with departures in each direction between 10am and 2pm.
- 2.4 Lastly the 374 serves Grays, Socketts Heath via Hathaway Road, Chadwell St Mary, West Tilbury, Coalhouse Fort, East Tilbury, Linford, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminates at Basildon bus station. These buses run Monday to Friday, departing approximately every 90 minutes between 7am and 6pm, with one bus in each direction, and every three hours on Saturdays.
- 2.5 The communities of East Tilbury Village, Fobbing and Horndon-on-the-Hill have no alternative public transport provision and Bulphan has no other provision linking it with any other part of Thurrock. East Tilbury and Linford have no other bus provision, but do have access to rail services, although it should be noted that some parts of East Tilbury are a significant distance from the railway station. In addition, these services provide direct links between communities which are not offered by commercial services. For example, there are no alternative direct links between Purfleet and Aveley with the exception of one registered school service (service 32).
- 2.6 Prior to a formal tender in 2019, papers were submitted to Overview and Scrutiny Committee and Cabinet to agree the continuation of the services. A three-year contract with a two-year extension option was awarded to NIBS.
- 2.7 The contract was tendered on a “revenue risk” basis, where the council does not pay for the full cost of delivering these services but provides a guaranteed sum to the operator. All fares and revenues collected remain with the operator, providing an incentive to the operator to increase patronage, helping

to reduce cost to the council, and placing a risk with the operator if revenues do not meet their projections.

- 2.8 In 2019, the three services carried 89,040 passengers. The subsidy provided by Thurrock Council for these three services for that year totalled £454,318.20. This equated to a subsidy of £5.10 per passenger. Of those 89,040 passengers journeys, approximately a third were fare paying passengers, with the overwhelming majority of the remaining riders being older person or disabled concessionary pass holders. Respective figures for 2020 and 2021 are significantly skewed due to the impacts of the pandemic, coupled with government guidance and changes in travel behaviours. In 2020/21 patronage was 30,758, and in 2021/22 patronage was 65,008. This trend in patronage can be seen on all bus services across the country. In 2019/20 only a third of journeys were by fare paying passengers (40% in 2021/22).
- 2.9 These services provide a key community, social, and health and wellbeing benefit to many residents. For example, in 2019, 54% of all passengers on the 11 service were concessionary pass holders, and these were most likely to be older persons. For the 374, this was 64%, and 89% for the 265. This totalled 53,789 passengers in 2019, or 60% of all passengers on these three services. Concessionary pass holders do not pay to use the bus anywhere in England from 9.30am onwards, and this is a statutory provision. In Thurrock, this provision is allowed from 9am. Thurrock Council has a duty to fairly compensate bus operators for concessionary travel, and this is provided from a separate grant and budget.
- 2.10 All other bus routes in Thurrock, except those franchised by Transport for London, and an Essex County Council service which serves Bulphan from Brentwood, are commercially operated services delivered by Ensign Bus and First Buses Essex.

### **3 Contract Extension in Financial Year 2022/23**

- 3.1. The initial three-year term of the contract came to an end in March 2022. As such, the council has extended the provision of the service through the available contract extension by a further twelve months. Unfortunately, due to inflationary and commercial pressures, this has seen the price increase by approximately £100,000. This increase has been caused by rises in cost to fuel, drivers wages, cost of parts, as well as other increased costs. Over the contracted three-year period, the price had remained the same to the council.
- 3.2. One of the main reasons as to why the contact was extended rather than retendered was due to market uncertainties in the aftermath of the Coronavirus pandemic, with dropped patronage levels. This would likely have increased costs for the council in providing these services. Furthermore, officers were of the mind that competition from alternative providers did not exist within this market, and therefore it could have led to a significant

increase in the tendered price beyond that which has been seen through the extension period.

- 3.3. The way the contract pricing was structured also differed from the initial three year period, and became a “Gross Cost” price, rather than revenue risk. In all, the Gross Cost price of the contract was set at £676,281.91. From here, a number of subsidies and generated revenues are to be subtracted from this sum to identify this cost. An initial payment of £55,190.88 was paid to cover the English National Concessionary Travel scheme, which funds free bus travel for older persons and those with qualifying disabilities, which is funded directly by the Department for Transport as a grant allocation to local authorities. In addition, it was projected that the service would generate £71,436 in fare revenues over the course of the year. By subtracting these sums from the Gross Cost, the cost to the council was projected to be £549,655.03. The annual budget to support these three supported services remained at £452,000. Therefore an additional sum of £97,655.03 was required to cover the cost of the delivery of these services for the year 2022/23. This additional sum had not been budgeted.
- 3.4. Given these circumstances, it was requested that the council review these services, based on the increased cost, to ensure they present value for money. Whilst this review is timed in line with procurement, we do need to consider the findings of the review, against the council’s current financial position, which is under significant pressure, with all budgets under review. Any increase in cost presents additional revenue pressures to the corporate budget and in identifying any increases, decreases will need to be found from elsewhere. When considering this paper and findings, we need to be mindful of the potential of creating an unsustainable position for the council.
- 3.5. With an increase in costs, work was undertaken to identify if these services should be maintained in their present form, or if there are opportunities to revise the provision. In consultation with the Communities Team and Legal Services, there is legitimate expectation by our communities to be consulted where services are considered for significant alteration or potential for withdrawal, in particular where budgetary pressures are a key underlying factor. In August 2022, Cabinet approved a twelve-week consultation with all communities which are supported by these services. Alongside the consultation, a Community Equalities impact Assessment was also undertaken to consider due regard requirements set out in the Public Sector Equality Duty. This assessment is appended to this report.

## **4 Communities Equalities Impact Assessment**

- 4.1 A Communities Equalities Impact Assessment has been undertaken as part of this services review. As part of the council’s requirements under the Public Sector Equality Duty, which forms part of Section 149 of the Equalities Act, it is required to be fully aware of the impact any changes may have on stakeholders. Public bodies must assess this impact relative to the decision to be taken.

- 4.2 The CEqIA has identified that changes to the services would have a negative impact on the following protected characteristics groups – Age, Disability, and Sex, as well as non-protected groups such as rural communities, workforces, health and wellbeing, and socio-economically disadvantaged.
- 4.3 In each of these cases, there may not be much opportunity to mitigate against the negative outcomes without alternative provision of some sort being provided. This may be providing a different service, or the private sector stepping in to provide provision, as the commercial bus network does across other parts of Thurrock.
- 4.4 Full details of the CEqIA are given in the accompanying Community Equalities Impact Assessment and Communities Impact report. This identifies in detail each of protected groups and other categories identified within the CEqIA and what measures can be implemented to mitigate any negative impacts.

## **5 Consultation**

- 5.1 The public consultation started on Friday 15 July 2022 and was scheduled to run for twelve weeks, closing on Sunday 9 October 2022. The consultation format was primarily digital, using the council’s consultation web-portal, with the direct link being <https://consult.thurrock.gov.uk/bus-consultation-2022>.
- 5.2 The consultation was structured as a standard form-based survey, where participants could provide details about the frequency with which they use these supported services and other bus services in Thurrock, origin and destination for journeys, and whether services remain fit for purpose or could be enhanced. Alongside the survey, the consultation portal also included an interactive map to help participants better understand the routes of the three supported services being consulted upon.
- 5.3 Given the awareness of types of bus user who ride or rely on these services, and their rural locations, it was determined that alternative provision should be required beyond the digital platform. As a result, the survey was converted into a paper-based form, asking each of the same questions as that on the digital platform, while simultaneously providing the same background information and visualisation of routes. This was published as a four-page colour booklet which was distributed across the borough. Residents in each of the locations which were served by the bus could pick up the survey from key locations, such as libraries and key communities facilities. Completed forms could be returned in consultation boxes within each of these communities.
- 5.4 The consultation was also made available for collection on each of the three bus services with posters in the bus to help inform passengers. Particularly for those participants who collected their survey on the bus, but not exclusively, a freepost envelope was also provided to allow the survey to be returned via Royal Mail, without having to identify the location of the nearest collection point.

- 5.5 Many of the bus stops served by the three supported services promoted the consultation through posters and all promotional materials, including the paper surveys included a link and QR code to enable participants to log their responses via the web-portal. These would have been posted either in the bus shelter or timetable casing. Posters were also placed to advise where paper forms could be obtained and submitted for collection.
- 5.6 The full list of locations where forms could be obtained and submitted were as follows:

Locations where forms could be obtained and submitted

Grays Library  
Blackshots Library  
Chadwell Hub  
East Tilbury Library  
Stanford Library  
Corringham Library  
Aveley Hub  
Belhus Hub  
Tilbury Hub

Locations where forms could be obtained only

Post Office and shop in Horndon on the Hill  
Post Office and Village Hall in East Tilbury  
The Village shop in North Stifford  
Headon Hall in Stifford Clays  
Village Hall and shop in Bulphan  
Orsett Hospital reception  
Village shop in Orsett  
Local forum members in Horndon on the Hill  
Local Forum Members in Fobbing  
Bus Services 11, 265 and 374

- 5.7 All paper forms which were received via the mail and those collected from across the community, were entered into the main consultation portal, to act as a single repository for all collated data. In total 356 individual responses were received to the consultation across the twelve weeks.
- 5.8 A full consultation report has been developed alongside this main report, which analyses the responses, but high-level feedback identified the following:
- 99 respondents identified they were aged over 60, which accounted for 47% of respondents to this question. Those aged 45-59 accounted for 18% (37 responses) and only 7% were under 45 years old (14 responses). The second highest level of response those who declined



to state their age (58 responses, 28%). Approximately 40% of respondents did not answer this question.

- Three quarters of all respondents were female and only 22% identified themselves as male, with 3% preferring not to state their gender or chose other.
- Of the 356 respondents, only 22 had not used a bus within the last six months (6%). Nearly 55% of respondents had used the 11 services within the past six months, and nearly 60% had used the 374. Just over 16% identified they had used a different bus service that wasn't one of the three supported services.
- Exactly 68% of respondents used the bus at least once a week with a further 25% of respondents using the bus at least once a month. Only 5% stated they had never used the bus.
- The primary reason respondents stated they used the bus was for three core purposes – accessing shops, retail and leisure (67%); accessing health appointments (64%); and visiting friends and family (43%). Smaller numbers used these services for accessing employment (16%) and education (10%).
- The most prevalent reasons why the bus was used was due to having no other alternative (52%) and due to having a bus pass (51%). The bus was also identified as the most convenient way to travel, as identified by 36% of respondents, as well as for the buses environmental credentials (32%)
- Approximately 50% of all respondents stated they were regular users of the number 11 service, and 80% of respondents stated that the service met their needs. The most popular destinations on this service in order were Basildon town centre, Basildon Hospital, Orsett (assumed the hospital), followed by Corringham and Stanford. The most popular origin point was Horndon-on-the-Hill.
- Only 10% of respondents identified as regular users of the 265 bus service, and only 55% of users felt the service met their needs. The most popular destinations in order of preference were Grays town centre, followed by Orsett (again assumed hospital), followed by North Stifford and West Horndon. Bulphan and Grays were the most popular origin points.
- Lastly, 57% of respondents stated they were regular users of the 374 bus service. Over 80% of users felt this service met their needs (82%). The most popular destinations on this service were Basildon Hospital and Basildon town centre, followed by Grays town centre, and to a lesser extent Corringham, Stanford, East Tilbury and Chadwell St Mary. East Tilbury was the most popular origin point identified.

5.9 Upon review of the free text options offered by the consultation, the responses further strengthened the key themes identified through the CEqIA and in the responses above. In particular, respondents reiterated how these services act as a lifeline in particular for those who are elderly or disabled, provide access to healthcare, access to shopping, provide a social function, and would create social isolation for many, which may lead to other negative outcomes for communities, the council and other services. Respondents also made note of

the concerns of costs associated with alternative options to continue making the journeys by these services, and that in many cases taxis are available but unaffordable.

- 5.10 A full report specific to the public consultation, and its outcomes is appended to this report.

## **6 Use Analysis**

- 6.1 To attain a better understanding of these three services, all passenger journeys were assessed over a twelve-month period. Between 01 July 2021 and 30 June 2022, all journey data collected by the ticketing machine on the three supported bus services were analysed to better improve the understanding of how these services are used. This is split into four parts, covering all three services, and then each service individually.
- 6.2 Across all three services, in the twelve-month period that was analysed, there were a total of 68,088 passenger journeys recorded. In total, £73,224.90 was generated in fare revenue. The 374 service accounts for the highest proportion of passengers (56%) and revenues (61%). It is followed by the 11 with 41% of passenger journeys and 38% of revenues. The 265, which has the lowest frequency and milage accounts for just 2% of passenger journeys and less than 1% of revenues. In terms of the cost of providing these services, the 11 accounts for 51.5%, the 374 accounts for 43.5%, and the 265 for just 5%.
- 6.3 In terms of ridership, over half of all passenger journeys across the three services are made by concessionary pass holders, which may be issued for either age or disability. 38% of passenger journeys are through adult tickets, and nearly 7% are child tickets. Where tickets are purchased – adult or child, approximately a third are purchased using cash, with 67% being made by some form of card or electronic payment. Lastly, it has been identified (as best as possible) that there were 12,379 unique bus users across the three services. This figure however is exclusive of cash payment customers as there are traceable identifiers within the records. For transparency, the council is not able to personally identify users except those using concessionary passes issued by the council. Of these unique users, only 918 persons, or 7.4%, were occasional or regular users (ten or more journeys per year). Over 87% used each service less than 5 times over the course of the year.
- 6.4 Within the 11, which connects Purfleet Railway Station with Basildon Bus Station, the data identified 28,345 passenger journeys, and generated £28,121.50 in revenues. The operating cost of this service over the same time period was £259,783.44. A total number of unique passengers was 5,505 and of these unique passengers, 87% made less than five journeys on the service, 7.5% made ten or more journeys across the year. Again, over half of passenger journeys are made by concessionary pass holders, with 41% of ticket sales made to adults, and 7.5% to children.

- 6.5 In terms of journeys made, the most popular starting point for journeys was Basildon Bus Station, Derwent Parade, Corringham Town Centre, Basildon Hospital, Cross Keys, Aveley High Street, Marlow Avenue Purfleet, Orsett Hospital, High Road – Horndon on the Hill, and Nursery Road Stanford. These locations are also the most popular destinations, with Basildon, Purfleet, Derwent Parade, Thurrock Hospital and Ockendon Station being the five most popular identified destinations.
- 6.6 The most popular Origin-Destination pairs identified through the data are Basildon Hospital to Basildon Bus Station, Usk Road Aveley to Purfleet, Purfleet to Usk Road, Chadwell Cross Keys to Basildon, Purfleet Station to Purfleet Marlow Road, Foyle Drive to Ockendon Station, Ockendon Royal Oak to Thurrock Hospital, Derwent Parage to Purfleet, Chadwell Cross Keys to Orsett Hospital, and Buckles Lane to Long Lane, Blackshots.
- 6.7 Regarding the 265, the service only runs twice a day, three days a week in each direction between Grays and Bulphan/West Horndon. In total, 1471 passengers were recorded on this service, and £516.70 were generated in revenues. Across the twelve-month period, the service cost £24,835.10 to operate. A total of 435 unique passengers were identified on this route, of which 416 made five or less journeys across the year. The most popular journey on the service is between Orsett Hospital and Grays Bus station, followed by Thurrock Hospital and Grays Bus Station. The bus station in Grays is the most popular destination, as well as being the most popular origin point, followed by Rectory Road Penn Close, Orsett Hospital and Recreation Ground Bulphan.
- 6.8 The 374, which links Grays Bus Station with Basildon runs six days a week, with a 90-minute frequency Monday to Friday. The service costs £219,822.17 to operate. In total, 38,272 passenger journeys were undertaken, and £44,586.70 were raised in revenues. 57.5% of all journeys were undertaken by concessionary passengers, 36% by adult tickets and 6% by children. Within the data, 6,439 people were identified as unique passengers, of which 87% made less than five journeys across the year, and nearly 8% made ten or more journeys per year.
- 6.9 The most popular origin points for journeys on the bus are Basildon Bus Station, and Grays Bus Station, Corringham Town Centre, Princess Margaret Road East Tilbury, Basildon Hospital, Trent East Tilbury, Nursey Road Stanford, Cross Keys Chadwell, Stanford Railway Station, and Gloucester Road East Tilbury. The most popular destinations are Basildon town centre, East Tilbury, Grays Bus Station, King Edward Drive, and Stanford-le-Hope town centre.
- 6.10 The most frequent Origin-Destination points were Basildon Hospital to Basildon, East Tilbury to Basildon, East Tilbury to King Edward Drive, East Tilbury to Grays Bus Station, Basildon to Basildon Hospital, East Tilbury to Chadwell Cross Keys, East Tilbury to Stanford-le-Hope town centre, King

Edward Drive to East Tilbury, East tilbury to Basildon Hospital, and East Tilbury to Corringham Town Centre. From this data set, it is clear a high proportion of passenger journeys are made from East Tilbury towards both the east and west.

- 6.11 Further details regarding how these services are used are given in the accompanying Community Equality Impact Assessment and Communities Impact report, which is appended to this report.

## 7 Impact of Service Withdrawal

- 7.1 Additional analysis has been undertaken to identify what proportion of the population would be impacted if a decision was made to withdraw the three services. This analysis was undertaken against a number of different timeframes across the week.
- 7.2 Using 2020 Mid-year population estimates, it was identified that 113,448 residents were able to access one of these three supported services, by travelling 400 metres or less from their homes. A further 62,083 residents within the borough of Thurrock are not classed as being able to access these services, based on this 400m parameter. Over 6000 residents currently do not have access to any form of public transport within 500 metres of their home.
- 7.3 On a typical weekday, if these three supported services were to be removed, as many as 8,000 residents would lose access to public transport, whereas on a Saturday this would be limited to closer to 4,000. The following table sets out public transport accessibility, measuring service availability within 500m of an access point, including rail services. Therefore, if one public transport service was available within the hour timeframe identified, and the residential dwelling within an actual 500 metre walking journey from the bus stop (or station), then that resident was identified as having public transport access.

Day	Time Period	Population currently served	Population served if services are removed	Population losing access to public transport
Weekday (Monday)	07:00 - 08:00	171,734	164,420	7,314
Weekday (Monday)	12:00 - 13:00	171,637	163,464	8,173
Weekday (Monday)	15:00 - 16:00	171,670	164,098	7,572
Weekday (Monday)	20:00 - 21:00	142,314	139,170	3,144
Saturday	08:00 - 09:00	167,146	164,131	3,015
Saturday	15:00 - 16:00	167,146	163,429	3,717

Sunday	12:00 - 13:00	139,254	139,254	-
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- 7.4 The table identifies that during the working week, the biggest impact would be felt by communities during the middle of the working day. On Saturdays, where only the 374 operates on a three-hour frequency, approximately a further four thousand residents would be without access to public transport.
- 7.5 Service reductions would be felt most in rural locations, such as Bulphan, Horndon-on-the-Hill, East Tilbury, East Tilbury Village, Linford, West Tilbury, North Stifford and Fobbing, as well as western parts of Aveley.
- 7.6 Further details and supportive mapping of this analysis can be found in the accompanying Community Equality Impact Assessment and Communities Impact report, which is appended to this report.

## 8 Financial Considerations

- 8.1 As identified in section three, as the contract was extended beyond its initial three-year period, there was an increase in cost, due to inflationary pressures on the operator, which had not been implemented in the initial contracted three-year period. This price was projected to be approximately a £100,000 budgetary pressure on the council, as increases in contract prices had not been factored into the budget. The Gross Cost price for the year 2022/23 has been identified as £676,281.91, with a projected income of £71,436 from fares and a £55,190.88 contribution via the English National Concessionary Travel Scheme, this reduced the price to £549,655.03. The council's allocated budget to support these three services is £452,000. This created a budgetary pressure of £97,655.03.
- 8.2 In the year to date, the revenue generation has exceeded the projection by a small sum. The service was projected to generate £35,718 over the six-month period April to September. Revenues from the service are in fact £40,607.90, resulting in an additional income of £4,889.90. This has currently reduced the council's liability to £92,765.13. Furthermore, the council has managed to secure a further £74,200 in grants from the Department for Transport for this year only, which will be allocated to this expenditure, further reducing the budgetary liability to £18,565.13. This also assumes revenues will meet projected incomes for the remaining six months of the year.
- 8.3 Therefore, for the financial year 2022/23 it is predicted that the cost for delivering these three services will be £470,565.13. This is therefore an overspend of £18,565.13 against the budgeted amount of £452,000.
- 8.4 Going forward, the council has sought to engage with the existing operator to identify a projected cost for financial year 2023/24, on the assumption no alterations are made to the services by the council. Due to the fluctuating circumstances in the economy, the operator has reasonably been reluctant to specify an exact price for next year. However, for sake of guidance, they have

identified key financial bands which may help the council to plan. A best-case scenario is a 6% increase in costs, which would give a gross cost of c£720,000. A worst case was identified as being 18% increase in price, bringing the gross cost value to c£800,000. Without significant fare rises, these price increases are likely to further extend the budgetary pressure on the council, with little likelihood of additional grants being received from the Government, as were those received this year.

## 9 Options

9.1 The following options are put forward for consideration, for Members to support or propose to Cabinet in December. These are based on one further year of provision. Where considered options have an additional budgetary pressure and are put forward by members of the committee, they are asked to nominate where these are to be funded from.

1. **To withdraw the service** - If a decision is made to withdraw these services, and provide no alternative, then there is an annual budgetary saving of £452,000. This would be effective as of 1 April 2023, as the council has a three-month notice period to inform the service provider.
2. **Maintain the services without amendment** - If a decision to maintain the three services is taken, then there will be an increase budgetary pressure on the council. As it stands, the 2022/23 gross cost price is c£679,000. In liaising with the operator, they are finding it difficult to provide a cost for next year, due to inflationary pressures across the board. However the minimum cost is likely to be c£720,000 based on a 6% inflationary rise, with a worst case scenario of 18% costing c£800,000.
3. **Maintain one service (as is or amended route)** - If one route were to be maintained, which most efficiently supported the communities most hard hit with no other alternative, then costs would vary, depending on how well provision is provided. Based on 2022/23 costings, that could be as much as c£380,000 based on Monday to Saturday provision at the same frequencies. Factored up, this is between c£400,000 to c£450,000 gross cost prices. As these are gross cost prices, these could create a marginal saving for the council against the existing budget, as revenues and other subsidies would also reduce the net cost. However prices will likely rise over coming years, so it would be advised that the budget is maintained. This would therefore not provide a long-term saving to the council but could minimise impacts on the community as identified within the Community Equality Impact Assessment. Furthermore, reducing the service down to one route would also likely reduce the subsidy received from the English National Concessionary Travel Scheme, if there were a reduction in concessionary fares patronage.

4. **Option 3 with enhanced frequencies** - If frequencies of the service were increased, this could become £600,000 to £675,000 gross cost values. Increased frequencies could potentially significantly raise revenues due to increased number of buses operating throughout the day on the route and therefore making the service become more attractive to use. This option would however likely create an additional budgetary pressure on the council, as no less than a third bus would likely to be needed to be added into the routes to achieve this aim.
5. **Develop a Thurrock-wide Fare Scheme** – If services are removed, working with existing operators to develop a single capped fare across different providers. It is known that journeys across multiple bus operators significantly increase costs for users, and the withdrawal of these services are likely to see passengers travel using two or more bus operators. The allocated budget could be used to develop a boroughwide scheme and to help compensate operators for initial losses which occur during the early phases of the scheme. It would however reduce pressures on members of the community who are most likely to be disproportionately affected by higher travel prices. A programme of this nature has not been costed, so would be assumed at this stage to not provide a long-term saving but would create a saving in the immediate future as the scheme is developed.

9.2 It should be noted that if any form of route provision is maintained, the council will have to undertake a formal competitive tender within FY 23/24 to implement no later than 01 April 2024, as the existing contract only allows a two-year extension period.

9.3 In line with option 3 and 4 given above, the potential maintenance of one singular service, whether it be an existing route, or a new route which best serves the needs of the borough, all options can be explored and assessed further, if deemed appropriate. Based on the three current supported services, the option would predominantly be between the 11 and the 374, given the higher frequencies and communities served by these routes. The 374 has a lower cost, higher frequency, higher patronage and generates higher revenues is likely to present the authority with the best value for money. It would maintain access to West Tilbury, and East Tilbury – which the analysis identified as a key patronage driver for this route, and Fobbing, which have no alternative access to transport provision. This would however leave Horndon-on-the-Hill as isolated. This option would also not provide a link for Bulphan residents into the rest of Thurrock, they are served by bus provision into Brentwood town centre.

9.4 If option 4 were considered, using the 374, with a third bus running at an hourly headway, Horndon-on-the-Hill could be incorporated into this routing, maintaining the existing level of service into the community, and would make this service more attractive, thus creating the opportunity for further patronage and revenue generation. Based on the cost indicative assumptions provided by the operator, option 4 would have a gross cost of £455,000 to £505,000,

but after incomes would have an actual cost to the council of between £390,000 to £440,000.

- 9.5 To maintain any service, regardless of which communities they serve, at relative frequencies to the 11 or 374 on a “five-day” only provision would cost no less than £280,000 gross cost based on a best case 6% cost increase scenario.
- 9.6 If alternative routes are proposed, these would need further assessment to determine viability and cost implications. Routings, route distance, road layouts, and driver rests are all factors which need to be considered in determining this. With an appropriate steer, this analysis could be completed for presentation by the end of January 2023.

## **10 Reasons for Recommendation**

- 10.1 The report has been developed to provide the necessary information to help inform on the future of the three financially supported bus services by Thurrock Council. Members of Planning, Transportation and Regeneration Overview and Scrutiny Committee are asked to consider and comment on the report and supporting appendices and make recommendations on the future of the three supported services for consideration by Cabinet in December 2022. This will allow a decision to be made in this financial year and would allow sufficient time for any necessary notification be made to the operator regarding the future of the services in line with the terms of the contract.
- 10.2 Upon review of the report and supporting appendices, Members of PTR O&S are asked to make a recommendation of one or more of the proposed options in section 9 of this report to Cabinet to support in their decision making on the future of these services.

### **Impact on corporate policies, priorities, performance and community impact**

- 10.3 Any future reduction, or withdrawal of these services will have a significant impact on those communities in Thurrock which have no, or limited alternative public transport provision in the borough. Most impacted will be those from socio-economically disadvantaged communities and groups who may not have alternative to other forms of transport, and the Communities Equalities Impact Assessment has identified older persons, those who are women, and those with disabilities who will be most negatively impacted.



## **11 Implications**

### **11.1 Financial**

Implications verified by: **Laura Last**  
**Senior Management Accountant**

The Thurrock Supported Bus Services contract has been extended by a further 12 months. The initial three year contract had a budget of £452,000 per annum, funded through a dedicated corporate budget. The budget for 2022/23 remains £452,000 and therefore any price increase in the extension is currently unfunded and will cause a budgetary constraint. This is currently projected to be £18,565.12 for the year 2022/23. If the services were to be, withdrawn, this will create an annual budgetary saving of £452,000 per annum, commencing April 2023. Any reduction in services may result in a saving, but this would have to be determined.

### **11.2 Legal**

Implications verified by: **Mark Bowen**  
**Interim Head of Legal Services**

It is not a statutory requirement for the Council to fund any public local bus services. However, the Council does have powers under the Transport Acts 1985 and 2000 and Local Transport Act 2008 to enter into agreements with public transport operators to provide subsidies for services which are not available commercially.

Any withdrawal of subsidies for bus services will need to be justified and such a decision would need to be based on robust evidence and analysis. The decision-making process would need to be supported with consideration by Cabinet of the outcome of the consultation and consultation response, an Equality Impact Assessment, the Public Sector Equality Duty (PSED) requirements under Section 149 of the Equalities Act 2010 as detailed in section 4 of the of report, together with any other relevant factors such as budget constraints.

### **11.3 Diversity and Equality**

Implications verified by: **Roxanne Scanlon**  
**Community Engagement & Project**  
**Management Officer**

A Community Equality Impact Assessment has been undertaken to support any decision made on these services, as referenced in section 4 of this report to ensure compliance with Public Sector Equality Duty. A formal consultation with residents and affected communities has also been undertaken, taking into consideration existing users and their locations of residence, and the consultation process was fair and accessible. The outcomes of the

consultation were used to inform and support completion of the Community Equality Impact Assessment. This determined the following groups - age, sex and disability - would be negatively impacted if these services are reduced or withdrawn,

**11.4 Other implications** (where significant) – i.e. Staff, Health Inequalities, Sustainability, Crime and Disorder, and Impact on Looked After Children

Changes to these services will likely have an impact on residents who are reliant on these supported bus routes and do not have access to alternative modes of travel. This may then result in costs transferred to other parts of the council or health services, providing access to services and facilities, including hospitals and education, as well as access to food and other retail services.

**12 Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

Cabinet Report – July 2022 – Thurrock Supported Bus Services; - <https://thurrockintranet.moderngov.co.uk/documents/s35273/Thurrock%20Supported%20Bus%20Services.pdf>

**13 Appendices to the report**

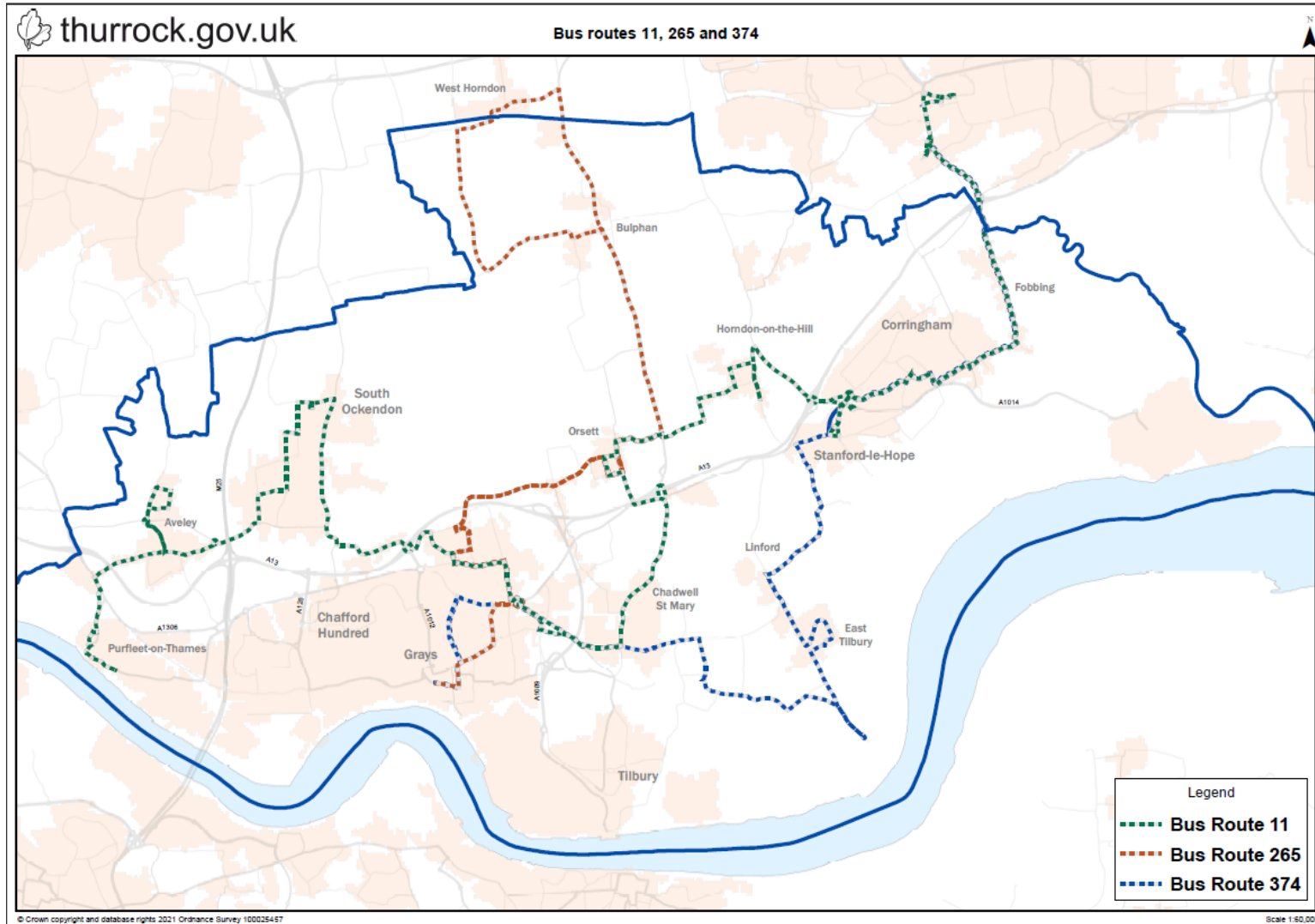
- Appendix 1 - Map of Supported Services – 11, 265, and 374
- Appendix 2 - Communities and Equalities Impact Assessment template
- Appendix 3 - Supported Services Communities Equalities Impact Assessment and Community Impacts Report
- Appendix 4 - Supported Services Consultation Report

**Report Author:**

Navtej Tung

Strategic Transport Manager

# Appendix 1 – Supported Services Route Map – 11, 265, 374



## Appendix 2 – Completed Community Equality Impact Assessment Template

### Community Equality Impact Assessment

The Equality Act 2010 states that public bodies must have “due regard” to a variety of Equalities objectives (Equality Act 2010, Section 149) and consequently, Equality Analysis must be carried out to demonstrate that decision-makers are fully aware of the impact that changes may have on stakeholders.

The concept of ‘due regard’ was reinforced in 2012 during the review of the Public Sector Equality Duty (PSED) which “requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities”

‘Due regard’ is dependent on the relevance and potential impact of the decision being considered. The greater the relevance and impact, the higher the regard due.

As an authority, we have made a commitment to apply a systematic screening process to new policy, strategy, functions or service development including reviews or changes to existing policy, strategy, functions or services.

This is to determine whether the proposals are likely to have a significant impact on different groups within our community.

This process has been developed, together with [full guidance](#), to support officers in meeting our duties under the:

- Equality Act 2010
- Public Sector Equality Duty
- The Best Value Guidance
- The Public Service (Social Value) 2012 Act

In addition, the guidance supports officers to consider our commitments set out in the [Thurrock Joint Compact](#) with the voluntary sector.

As well as supporting you to look at whether there is, or will be, a significant impact, the guidance will also consider ways in which you might mitigate this in the future.

## About the service and reason for the development or review process

Name of service	Transportation Services; Planning, Transportation and Public Protection
Lead Officer	Navtej Tung, Strategic Transport Manager
Contact Details	<a href="mailto:ntung@thurrock.gov.uk">ntung@thurrock.gov.uk</a> ; 01375 652006

Why is this policy, strategy, function or service development/review needed?
<p>Thurrock Council financially supports three local bus services which operate across the borough, supporting predominantly rural communities where commercially operated bus provision does not exist and is unlikely to be deemed financially viable. The existing tendered contract has come to the end of its initial three-year period, with a significant price increase as part of the allowable contract extensions, the council are seeking to understand if the routes are fit for purpose and retain value for money. The council are therefore undertaking a review of these services, to determine if these services should continue, plus understanding what impact there would be if these were removed.</p>

### 1. Community impact (this can also be used to assess impact on staff although a cumulative impact should be considered)

<p>1.1 What impacts will this policy, strategy, function or service development/review have on communities, workforce and the health and wellbeing of local residents? Look at what you know? What does your research tell you?</p> <p><i>Consider:</i></p> <ul style="list-style-type: none"> <li>National and local data sets – please see guidance</li> <li>Complaints</li> <li>Consultation and service monitoring information</li> <li>Voluntary and community organisations</li> <li>The Equality Act places a specific duty on people with ‘protected characteristics’. The table below details these groups and helps you to consider the impact on these groups.</li> </ul>					
	Positive	Neutral	Negative	What are the positive and negative impacts?	How will benefits be enhanced and negative impacts minimised or eliminated?
<b>Local communities in general</b>			x	A potential reduction or withdrawal of services would have a negative impact on communities, most particularly those communities which	Unlikely to be mitigated unless an alternative provision is provided.

				are smaller, rural or not within the main conurbations within Thurrock.	
<b>Age</b>			x	Any reduction or withdrawal of service would have a negative impact on members of the community who are older, in particular those who have qualified for concessionary bus passes (c.90% of all concessionary bus passes issued in Thurrock are for age). The largest group of respondents to the consultation are those aged over 60.	Unlikely to be mitigated unless an alternative provision is provided.
<b>Disability</b>			x	Those with disabilities in communities without alternative provision are likely to be negatively impacted without owning their own transport. Persons with disabilities are eligible for concessionary travel (as may necessary companion who is required for travel). C10% of concessionary pass holders qualify through disability.	Unlikely to be mitigated unless an alternative provision is provided.
<b>Gender reassignment</b>		X			
<b>Marriage and civil partnership</b>		X			

<b>Pregnancy and maternity</b>		X			
<b>Race (including Gypsies, Roma and Travellers)</b>		X			
<b>Religion or belief</b>		X			
<b>Sex</b>			X	Women are disproportionately likely to be impacted with reductions or withdrawal of services, particularly older women who may not have access to a car or are able to drive. c75% of respondents to the consultation identified as female.	Unlikely to be mitigated unless an alternative provision is provided.
<b>Sexual orientation</b>		X			
<b>Any community issues identified for this location?</b> <i>See above link to ward profiles.</i> If the project is based in a specific location please state where, or whether Borough wide. Please include any detail of relevance – for example, is it an area with high unemployment, or public transport limited?			x	A number of rural communities are likely to be impacted by any reduction or withdrawal of services. These communities are likely to be Bulphan, Orsett, East Tilbury, West Tilbury, Aveley. Groups identified above living in these communities are most likely to be disproportionately impacted, if they have no private transport alternative.	Unlikely to be mitigated unless an alternative provision is provided.

<b>Workforce</b>			X	People in employment who are reliant on these services are likely to be impacted through any reduction or withdrawal of services, especially if there are no alternate route, if alternatives are longer, more costly or require interchanges, or do not have own private transport.	Unlikely to be mitigated unless an alternative provision is provided.
<b>Health and wellbeing</b>			X	Based on the identification of the groups above, those most affected by the withdrawal or reduction of these services will be negatively impacted. The consultation has identified that the main use of these services by respondents is to access food/shopping, access health appointments and for visiting friends and family. Each of these journey purposes is strongly linked to health and wellbeing of residents.	Unlikely to be mitigated unless an alternative provision is provided.

## 2. Consultation, data and intelligence



2.1 Please highlight the steps you have taken, or plan to take, to consult the whole community or specific groups affected by the policy, strategy, function or service development/review e.g. on-line consultation, focus groups, consultation with representative groups? For further guidance please contact: [consultations@thurrock.gov.uk](mailto:consultations@thurrock.gov.uk)

***This is a vital step***

The Passenger Transport Unit has taken multiple steps to increase the reach of this consultation, targeting specifically users of the bus services. To do this, key factors have been taken into considering, in collaboration with the Communities team. The primary method of consulting is the council's web-portal. This is accessible via different devices and supports different needs to be accessible. However, taking into consideration the rural nature of some of the communities served by these bus services, and reflecting on the age profile of users, alternative options were put forward. A paper-based survey was made available to all users, which was available from the following locations – onboard the three bus services under consideration, each of the boroughs libraries and community hubs, key community locations such as post offices and community shops, as well as available for collection from certain community forum members. Responses could be submitted at many of these locations, or via Royal Mail, as a freepost address was set up. The consultation was promoted through posters at bus stops and key locations, and also advising the nearest location from where forms could be collected. All Local Forums and all elected members were advised of this consultation. Posters were also advertising the consultation on the buses.

2.2 Please also provide details on the sources of data or intelligence you have used to inform your assessment of impact and how they have helped you to understand those that will be affected by the policy, strategy, function or service development/review outlined?

Prior to the undertaking of the consultation, the council used patronage data for a full month (May 2022) to help inform and better understand service user profiles. This helped to better understand the profile of user groups and how to target. It was already know that over 50% of all trips were undertaken by persons who qualified for concessionary travel under the English National Concessionary Travel Scheme. This was combined with local knowledge within the council and the team to target and make available consultation materials.

### 3. Monitoring and Review

3.1 How will you review community and equality impact once the policy, strategy, function or service has been implemented?

*These actions should be developed using the information gathered in **Section 1 and 2** and should be picked up in your departmental/service business plans.*

<b>Action</b>	<b>By when?</b>	<b>By who?</b>
If there are changes in service provision, to undertake a shorter follow-up survey with those participants of the consultation who have opted in to being contacted into	6-12 months after any	Passenger Transport Team

<p>3.1 How will you review community and equality impact once the policy, strategy, function or service has been implemented?  <i>These actions should be developed using the information gathered in <b>Section 1 and 2</b> and should be picked up in your departmental/service business plans.</i></p>		
the future, to see how journeys are being made or what the impact has been on residents. Approximately 100 people have opted into being contacted further.	change to the service	
To propose options to help minimise any impact of service reductions or withdrawals within final report	Dec 2022	Strategic Transport Manager
Where possible to seek funds to implement measures to minimise impact. This may include developing alternate service options, or ticketing measures	2023	Passenger Transport Unit

#### 4. Next steps

It is important to ensure that the information gathered is used to inform any council reports that are presented to Cabinet or Overview and Scrutiny committees. This will allow members to be furnished with all the facts in relation to the impact their decisions will have on different equality groups and the community as a whole.

Take some time to précis your findings below. This can then be added to your report template and the Equality and Diversity Implications section for sign off by the Community Development and Equalities team at the consultation stage of the report cycle.

## Implications/ Customer Impact

It is recognised that any reduction or withdrawal of services will have a significant impact on key communities and persons. These services are provided on routes which are not commercially viable, and therefore it is not expected they could be replaced by commercial providers. They also link key communities which do not have alternative public transport provision. Data collected identified persons who were older, in particular those qualifying for concessionary travel on the basis of age, and those who are disabled within these communities are most likely to be impacted. Following the consultation, gender has also been identified as a key indicator of impact, with over 75% of consultation respondents being women. People who rely on these services are likely to do so for a number of reasons, as they may not have alternative options, own their own transport, or for affordability reasons. The health and wellbeing of users within these communities are also of importance and could have other impacts on the council or other stakeholders if services are reduced or withdrawn, as a high number of users use these buses to access health care appointments, particularly at hospitals and in future at the Integrated Medical Centres programme which the council are delivering in hand with the NHS, to access food, retail and leisure, and also to visit friends and family.

The consultation did not identify a large number of respondents who use the bus for employment or education, but it is known that a significant volume of fare paying passengers are in this bracket. Those who rely on these services may be impacted in the future if they are reduced or withdrawn as they may not be able to access centres of employment, impacting on their employability and therefore quality of life.

## 5. Sign off

The information contained in this template should be authorised by the relevant project sponsor or Head of Service who will be responsible for the accuracy of the information now provided and delivery of actions detailed.

Name	Role – for example, project sponsor, head of service)	Date
Navtej Tung	Strategic Transport Manager	19/10/22

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# Appendix 3

## Thurrock Council

### Supported Services Community Equalities Impact Assessment and Community Impacts Report

#### Bus routes 11, 265 and 374

CEQuIA and Data Analysis report

October 2022

V1

## **1. Introduction**

- 1.1. Thurrock Council currently subsidises the operation of three local bus services within the borough. These services provide access to and from locations and for communities which would not be otherwise supported by commercially sustainable bus services. These three services are the 11, 265 and 374.
- 1.2. These services connect many parts of the borough, and in particular communities which have limited, or no other public transport provision. The communities of East Tilbury Village, Fobbing and Horndon-on-the-Hill have no alternative public transport provision and Bulphan has no other provision linking it with any other part of Thurrock. East Tilbury and Linford have no other bus provision, but do have access to rail services, although it should be noted that some parts of East Tilbury are a significant distance from the railway station.
- 1.3. These supported services were tendered in 2019, with a three year contract, with an option to extend by up to two years. This three year period came to an end in March 2022. In implementing the first year of the two year contract extension, there has been a significant cost increase in the provision of the services, by approximately £100,000. This price increase will create a budgetary pressure on the council.
- 1.4. The council is also under immense pressure to balance its budget for future years, and is in a difficult financial position. All council budgets are under review, to ensure they present value for money.
- 1.5. Given this price increase, and potential price increases into the future, the council is undertaking an assessment of these three supported services, budgeted at £452,000 per annum, to determine if they continue to present value for money to the council. Ongoing price increases, without an allocated budget are unsustainable for the council to maintain.
- 1.6. In undertaking this assessment, this report presents details of the impacts of these services on the community, and any potential impacts were these to be reduced or withdrawn. This report includes an Communities Equality Impact Assessment, a data analysis of patronage across a twelve month period, and an assessment of the impact on communities if services are withdrawn.

## 2. Communities Equalities Impact Assessment

- 2.1. The Equality Act 2010 states that public bodies must have “due regard” to a variety of Equalities objectives (Equality Act 2010, Section 149) and consequently, Equality Analysis must be carried out to demonstrate that decision-makers are fully aware of the impact that changes may have on stakeholders. The concept of ‘due regard’ was reinforced in 2012 during the review of the Public Sector Equality Duty (PSED) which “requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities”
- 2.2. ‘Due regard’ is dependent on the relevance and potential impact of the decision being considered. The greater the relevance and impact, the higher the regard due. The council believes that all policies, strategies, functions and services should be assessed in terms of the impacts they have on the different groups which make up our community. It is essential that all decisions are informed by an assessment of the impact they will have on the community. With the scale of the challenges being faced by the council, carrying out these assessments will help with the work needed in identifying potential impact for different equality groups and what might be put in place to mitigate negative impacts and where possible enhance the positive impacts.
- 2.3. Community and Equality Impact Assessments (CEqIA’s) must be carried out for any changes to policy, strategy, function or services which affect residents and stakeholders. This CEqIA should then be used to help inform any outcomes in the development of a new policy, function or service. It is important it is carried out at the early stages of development, where feasible at the scoping stage of the process. Carrying out a Community and Equalities Impact Assessments (CEqIA) helps the council to:
- Ensure council services are accessible to all and meet the needs of its customers and staff
  - Ensure the council deliver its policies, strategies, functions and services in a practical way
  - Meet the council’s legal responsibilities and duties set out in the relevant legislation
- 2.4. The council needs to ensure the implications to its services are understood if it is to serve its diverse community appropriately. This ensures that services are provided fairly, are genuinely accessible to all and avoid an unintentional negative impact on any group of people.
- 2.5. To support this wider body of work on the future impacts on the three supported bus services in the borough, a CEqIA has been undertaken.
- 2.6. The CEqIA has identified that any changes to the services – be it a reduction in provision or full withdrawal would have a negative impact on groups with protected characteristics. These are Age, Disability, and Sex, as well as non-protected groups such as rural communities, workforces, health and wellbeing, and socio-economically disadvantaged. Following further outcomes from the twelve-week consultation, these groups have been further evidenced as being negatively affected.
- Age**
- 2.7. Within the age category, there are key age groups which are generically most likely to be impacted by reductions or withdrawals of any bus services. These would be school age children who use the bus to access education and training, working age adults who use buses to access employment as well as social and utility functions (visiting friends,

accessing transport hubs, shopping), and older persons who are eligible for concessionary travel through the English National Concessionary Travel Scheme, which offers all persons who are of State Pension Age free bus travel across England during allocated times (typically after the morning peak rush hour). Within Thurrock, this is Monday to Friday 9am to midnight, and all-day weekends and bank holidays.

- 2.8. Upon reviewing bus patronage data over a twelve-month period, covering July 2021 to June 2022 across these three services, it has been identified that the key age groups that would be most impacted by any change to these three services would be older persons who qualify for concessionary travel (see table x.x below). Across the three services combined, 55% of all journeys made were by concessionary pass holders. This means over half of all passenger journeys made on the three supported services were likely made by persons over the state pension age<sup>1</sup>. Individually, none of the three services had ridership of less than 50% by concessionary pass holders. The lowest was for the 11 service, where 51% of passenger journeys are by concessionary pass holders, and the highest is 80% on the 265. The 374 has 58% of all passenger journeys made by concessionary pass holders.
- 2.9. For those travellers who are school aged, only 7% of all passenger journeys are made by those purchasing a childrens ticket. These are available to anyone aged below 16 and these services offer child tickets at all times of the day. The service 11 has the highest proportion of childrens tickets – 7.5%, followed by 6% on the 374, while the 265 has the lowest at 2.5%.
- 2.10. Adult/full fare ticket purchases account for less than 40% of all passenger journeys across the three services (38%) with the highest proportion being on service 11 at 41% and lowest on the 265 at 17.5%. The 374 has 34% of all journeys made by adult tickets. As is noted above, concessionary passes are not valid until 9am, so some adult ticket purchases on the 11 and 374 may be made on journeys prior to 9am by older persons.

Service	All Journeys	Adult Journeys	Child Journeys	Concessionary Journeys			
11	28,345	10,998	41.34%	1,998	7.51%	13,610	51.15%
265	1,471	255	17.54%	37	2.54%	1,162	79.92%
374	38,272	12,652	36.41%	2,126	6.12%	19,974	57.48%
Combined	68,088	23,905	38.06%	4,161	6.62%	34,746	55.32%

- 2.11. Further to the bus patronage data which was analysed, further evidence was received through the twelve-week consultation. The consultation identified that 47% of all respondents identified as being aged 60 years or older. A further 28% did not identify their age category. Only 24% identified as being of working age (45-59 – 19%, and 25-44 – 5%). Lastly only 1% identified as being 17 or under. No persons responding identified

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<sup>1</sup> The English National Concessionary Travel Scheme provides concessionary passes for those over state pension age, and those qualifying under certain disabilities. Analysis has not been done on these concessionary journey trips to determine which are by age and disability, however within Thurrock 91% of all concessionary passes are issued on age. In total, 21,153 concessionary passes have been issued (2015-2022), of which 19,299 are older persons passes.



themselves as being 18-24 years old. Further details can be seen in the accompanying Consultation Report appendix.

- 2.12. In light of the evidence given, it is clear that age, and in particular those aged 60 and over will be negatively affected by any reductions or withdrawals of these services. This is supported through hard patronage data and further evidenced by the public consultation outcomes. These negative impacts are not likely to be addressed unless alternative transport provision of some form can be provided, especially to those persons who are unable to access a personal motor vehicle. Given how older persons can be impacted by mobility issues, it may not be practical to expect these users to walk further distances to access alternative transport options, even if they live in more urban areas.

### **Disability**

- 2.13. Within the Disability Group, there is less hard data in the patronage analysis to identify those with disabilities most affected by reductions or withdrawals in services. However it has been included within the CEQA, as it is known that persons identifying with disabilities are more likely to be negatively impacted by the withdrawal of services.
- 2.14. Across England, persons with certain disabilities are eligible to claim a concessionary bus pass through the English National Concessionary Travel Scheme. Claims can be made if persons:
- are blind or partially sighted
  - are profoundly or severely deaf
  - are without speech
  - have a disability, or have suffered an injury, which has a substantial and long-term effect on your ability to walk
  - do not have arms or have long-term loss of the use of both arms
  - have a learning disability
  - have applied for a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, and have your driving application refused under section 92 of the Act (physical fitness) on grounds other than misuse of drugs or alcohol
- 2.15. Within Thurrock, between January 2015 and October 2022, 1,854 of concessionary passes have been issued to persons claiming under one of these disabilities. In addition, a further 689 of companion passes have been issued, with provide free travel to the pass holder, provided they are travelling with a qualifying disabled concessionary pass holder.
- 2.16. In undertaking the public consultation, it asked if persons identified as having a disability. Approximately one in five respondents identified as having some form of disability, with the most common being long-term medical condition and mobility issues (but not in wheelchair). Other popular conditions were Mental health conditions, hidden impairments and hearing impairments. A smaller number of respondents identified visual impairments, learning difficulties, and mobility - wheelchair users.
- 2.17. Taking this information into account, those members of the community who identify with a disability, in particular those qualifying for a concessionary pass are likely to be negatively impacted by any reduction or withdrawal of services, as these persons are less likely to have access to their own motor vehicle for personal mobility. Without alternative options for transport, this will likely impact on their quality of life.

## **Sex**

- 2.18. Gender of public transport users is an important consideration, and one which has been identified in the CEqIA. The twelve-month patronage data for these three services does not differentiate between gender, however other data can help to paint a picture. Within Thurrock, 57% of all concessionary pass holders are female, compared to 43% male. Within the consultation data, 74% of all respondents identified as female, and 22% male. Only 3% did not give a gender and 1% stated other. Collectively, this data starts to identify that women are more likely to be users of bus services in general within Thurrock.
- 2.19. With reference to external data, the Department for Transport's National Travel Survey data<sup>2</sup> identifies year on year travel patterns across the country, based on age, and sex by mode dating back to 2002. Data from 2019 showed that women of all ages were six percent less likely to drive than men and 50% more likely to be a car passenger. However when identifying those aged 60 and above women were 40% less likely to drive, and almost 3 times more likely to make trips as a passenger in a car. In terms of local bus journeys, women take 33% more trips than men, and in the 60 and above category, this is 50% more local bus journeys. The data also supports that women are more likely to make journeys by walking, but this reduces on journeys over a mile where men are more likely to make those trips, and cycling women are three times less likely to make a journey by bike compared to men, and four times less likely aged 60 and above. These metrics show gender is a significant factor journey making, and any reduction or withdrawal in these services are likely to negatively impact women in particular along these route corridors, particularly when there are no alternative public transport options within a reasonable walking distance, and where there is no access to a car.

## **Other Protected Groups**

- 2.20. The CEqIA did not identify other protected groups as specifically being impacted by any potential reduction or withdrawal of services. These groups are Gender reassignment, Marriage and Civil Partnerships, Pregnancy and Maternity, Race, Religion or Belief, and Sexual Orientation. Data from the consultation does not also identify these characteristics, but it does not specifically ask questions about these groups, with the exception of race. This question where answered, showed that 86% of respondents identified as being White – British. A further 3% did not wish to state. The remaining 11% identified across 9 different categories. This is reflective of the general population, and no one ethnicity is expected to be negatively impacted than another.

## **Local Communities**

- 2.21. The three services serve a number of communities which have few or no other public transport provisions. Communities such as Bulphan, Orsett, East Tilbury, and Aveley have other public transport alternatives, but to replicate the links these three supported services provide may be significantly increased in time and cost. Other communities, such as West Tilbury, Hordon-on-the-Hill and Fobbing do not have alternative provision, and therefore those members of these communities which do not have private transport provision may be cut off, or face increased costs to use other modes such as taxi's and rideshare modes.

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<sup>2</sup> Department for Transport – Statistical Data Sets – Mode of Travel - [Mode of travel - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

## Workforce

- 2.22. Due to the links these services create for certain communities, and the lack of alternatives, it is likely that a small proportion of the community uses these buses to access employment. Given the patronage levels, this is likely to be a small number, however service withdrawals could have bigger implications on access to employment and employability of residents. Where alternatives may exist, which require connections to make the same trip, this will likely impact on cost of the journey and the time taken to undertake the journey. If either or both of these increase, then it may no longer be viable to maintain employment.
- 2.23. Data from the consultation identified that use of these services for accessing employment was the fourth most identified journey purpose, however it was identified by only 8% of respondents. This was significantly less than the three more popular purposes. A further 5% of respondents use these services for education and training, but this may include responses from those below working age.

## Health and Wellbeing

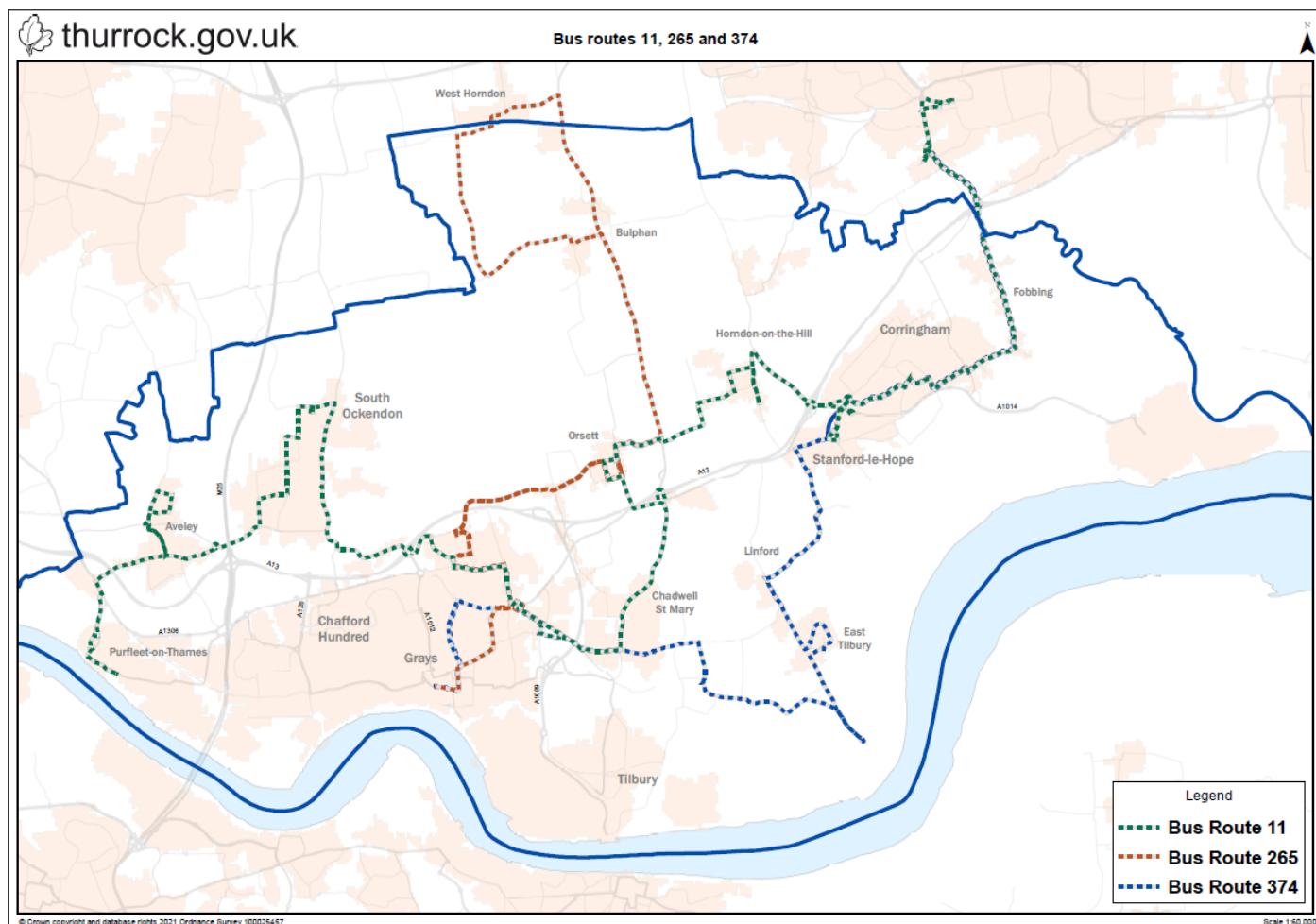
- 2.24. Any reduction or withdrawal of services, particularly in areas where there are limited alternatives, or where accessing alternatives may be too difficult, too far or too expensive, this will then have an impact on the quality of life of service users. One resulting outcome may be that residents who use these existing services may no longer be able to make trips as they would have previously, reducing their interaction with other members of the community, reducing access to education, training and employment, and other purposes.
- 2.25. Where there is reduced access to transport, and therefore reduced opportunity to access services, leisure, health or other facilities, this is likely to impact on health and wellbeing of communities. This may be the physical health of people – by no longer being able to access appointments with doctors, or the proposed network of Integrated Medical Centres within the borough, or to mental wellbeing, where not being able to get out for leisure and social purposes may significantly impact on members of the community who have limited opportunities via other modes of travel. Both physical and mental health and wellbeing concerns will likely have knock on impacts for other parts of the council or other public sector services into the future.
- 2.26. The consultation identified the key purpose of journey by users. These are given in the table below, however identified that going shopping (32%), accessing health appointments (30%) and visiting friends and family (20%) ranked as the three highest responses. Getting to and from work (8%), education and training (5%) and other (5%) were the other notable purposes.

Journey Purpose	Proportion
Going Shopping	32%
Accessing Healthcare / appointments	30%
Visiting Family and Friends	20%
Getting to/from work	8%
Accessing Education/Training	5%
Other	5%

- 2.27. In reviewing each of the groupings identified within the Community Equalities Impact Assessment, it has determined the negative impact any reduction or withdrawal of the three supported services may have on the groups and communities. The CEqIA template seeks to identify how these negative impacts could be mitigated. Given the nature of these services and what they offer, it is unlikely that the impacts of service reductions or withdrawals could be mitigated easily. Without some alternative transport provision being implemented which replicates these services or enables trips to be made without other adverse factors (significant increase in journey time and connections, costs, further distance to access), it is likely these negative impacts will remain to these individuals and to the groups. One way would be if the private sector in transportation services were to replace publicly funded services. It is however expected that commercial operators are unlikely to step in to replicate these services, as patronage and revenues are not sufficient to cover the costs. In fact, had these been commercially viable, it is very unlikely the council will have been supporting these services to date. However, this review of these services may enable the council to work with commercial operators to showcase where parts of the network have potential for growth and could be incorporated into existing routes. Alternatively, the council, in collaboration with transport providers look at exploring options to reduce ticket prices, and costs where travel goes across different operators, minimising the impact on communities impacts by any service reductions or withdrawals.
- 2.28. A full copy of the Community Equality Impact Assessment is given in the appendix of this report.

### 3. Service Provision Analysis and Impacts of Withdrawals

3.1. This section of the report provides an analysis of how the three supported services in Thurrock support communities currently, how they are used, and what the potential impact will be through any reduction or withdrawal of these routes.



3.2. The above map shows the routes of the three services across Thurrock.

#### Service Use

3.3. One of the preliminary exercises was to understand how the current services are used. The following table sets out annual usage of the services over each year of the three-year contract period, commencing April 2019. The first year of the contract saw 89,000 passenger journeys across the three years. There is a significant decline in the years that follow, due to the impact of the global Coronavirus pandemic. This hit hard on passenger revenues generated through ticket sales, with lockdowns and government messaging recommending users from avoiding passenger transport services reducing demand. Patronage by those with concessionary passes under the ENCTS remain below 2019/20 levels.

Year	11	265	374	Total	Revenues
2019/20	35922	1254	51854	89030	£75,991.50
2020/21	12637	809	17530	30976	£31,536.10
2021/22	26449	1441	37116	65006	£69,169.60

3.4. The annual revenues are also shown in the table above, with nearly £76,000 generated in 2019/20. In 2021/22, despite some disruption from the pandemic, saw revenues recover to just under £70,000 – a shortfall of £6,000 against 2019/20 levels, despite having 25% fewer passenger journeys.

3.5. To delve further into how these services are used by bus users, a detailed analysis of patronage data was undertaken. Boarding data for a twelve-month period from July 2021 to June 2022 was reviewed, to help better understand who used the services, and where. This time period fit nicely with the removal of covid-related restrictions ending in June 2021, so not to directly influence the data. This analysis covered all three routes.

Service	All Users	Revenues	Proportion of Users	Proportion of Revenues
11	28,345	£28,121.50	41.63%	38.40%
265	1,471	£516.70	2.16%	0.71%
374	38,272	£44,586.70	56.21%	60.89%
Totals	68,088	£73,224.90	100.00%	100.00%

3.6. Over this 12-month period, there were just over 68,000 passenger journeys by all passengers, and fare revenues of £73,225 were generated. The table shows the 374 route as the most popular with highest levels of patronage and revenues, while the 265 is the lowest, however it runs at significantly lower frequencies than the other two services.

Service	Adult	%	Child	%	Concessionary	%
11	10,998	41.34%	1,998	7.51%	13,610	51.15%
265	255	17.54%	37	2.54%	1,162	79.92%
374	12,652	36.41%	2,126	6.12%	19,974	57.48%
Total	23,905	38.06%	4,161	6.62%	34,746	55.32%

3.7. In looking at the make up of users across the three services, more than 50% of users are those with concessionary passes, under the ENCTS. Across the three services, these users make up 55% of all passenger journeys, with it being as high as 80% on the 265. Concessionary passes are issued to anyone who is of State Pension age, or those via a qualifying disability, with 91% of passes issued for age. Tickets purchased as full paying adults accounted for nearly 40% of all passenger journeys, but is much lower on the 265 at 17.5%. Lastly, child fares only account for nearly 7% of all passenger journeys, despite child fares being offered on all journey times across the week, for any one under 16.

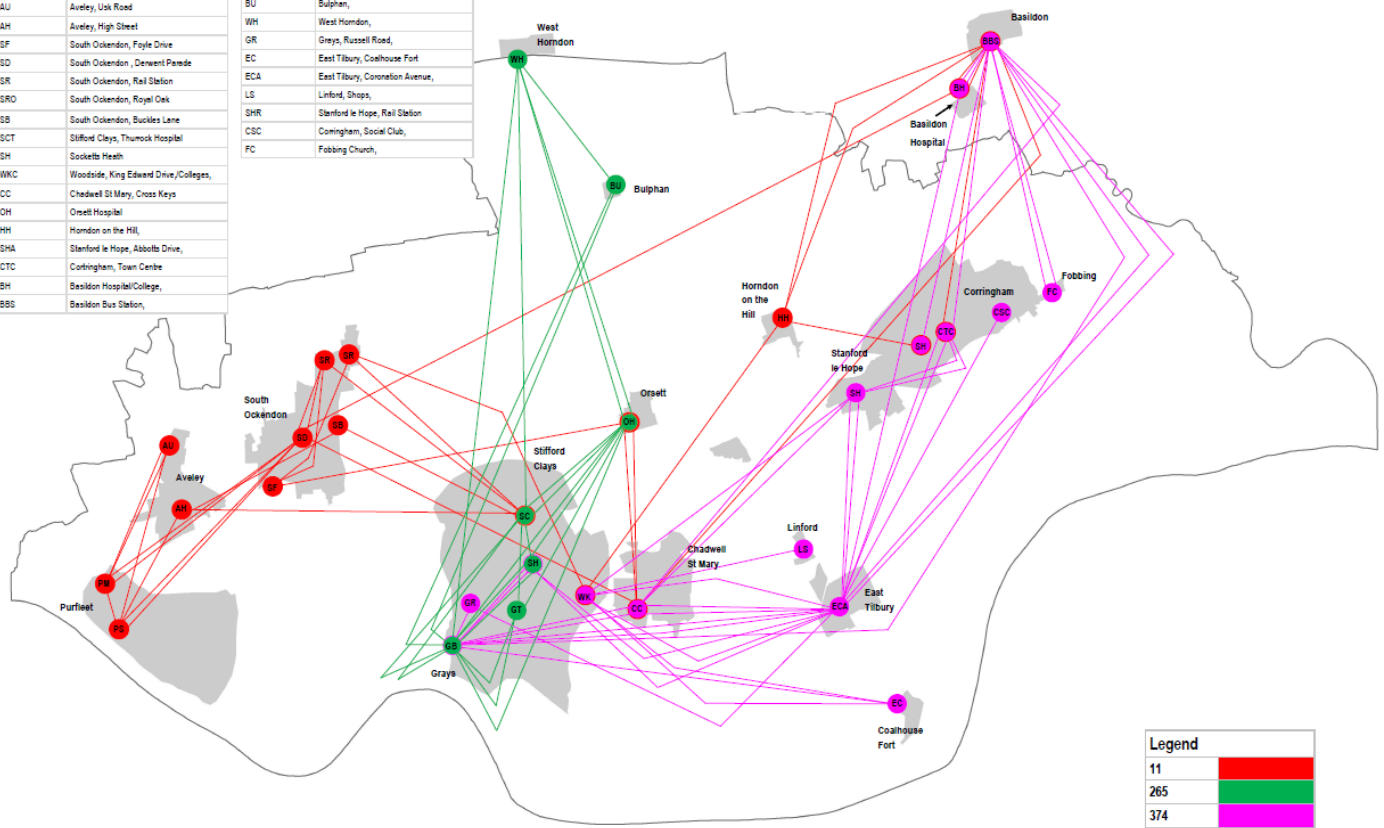
Service	Very Rare <5 trips	Rare 5-10 trips	Occasional 11-40 trips	Regular User >40 trips	Total Unique Users
11	4,782	314	333	76	5,505
265	416	6	7	6	435
374	5,606	337	356	140	6,439
Totals	10,804	657	696	222	12,379

3.8. The table above identified how frequently the bus is used by individuals. While most journeys are identified in passenger journeys, this table has been able to identify individual passengers and how many trips they undertook. It should be noted that this is based on passengers who have key identifiers, and therefore those who pay with physical cash are excluded from this list. Only one third of all trips which are paid for are by a cash transactions. Overall, the data identified 12,379 unique users across the three services.

3.9. Using the data from the table, it is clear that the overwhelming majority – 87% - use each of the services on less than five trips per year, and on the 265 this is over 95% of all users. This shows that a large proportion of the users of these services use the bus two to three days per year, assuming a two-way trip is made per day. Users who use the bus occasionally or frequently, so that is more than ten trips per year, account for 7.5% of all users. The number of regular users is relatively low, accounting for less than 2% of all users.

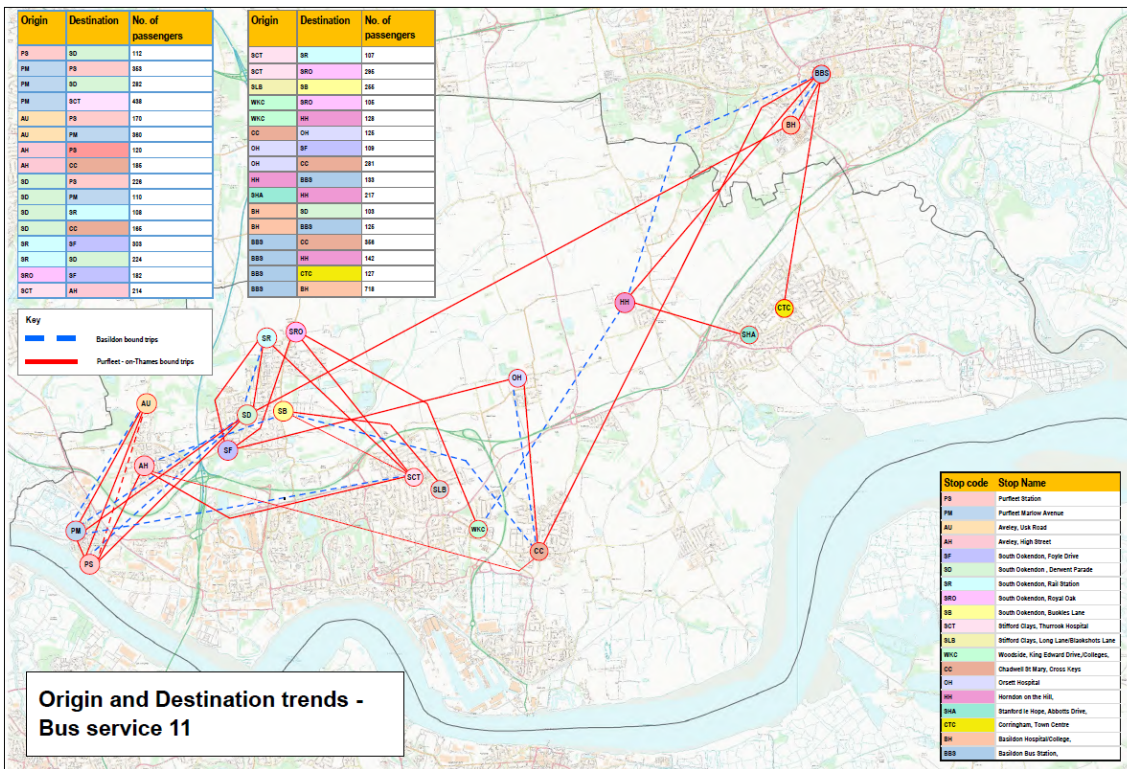
### Origin & Destination

Origin code	Origin	Origin code	Origin
PS	Purfleet Station	GBS	Grays Bus Station,
PM	Purfleet Marlow Avenue	GT	Grays, Turps Corner
AU	Aveley, Usk Road	BU	Bulphan,
AH	Aveley, High Street	WH	West Horndon,
SF	South Ockendon, Foyle Drive	GR	Grays, Russell Road,
SD	South Ockendon, Deventer Parade	EC	East Tilbury, Coalhouse Fort
SR	South Ockendon, Rail Station	ECA	East Tilbury, Coronation Avenue,
SRO	South Ockendon, Royal Oak	LS	Linford, Shops,
SB	South Ockendon, Buckles Lane	SHR	Stanford le Hope, Rail Station
SCT	Stifford Clays, Thurnock Hospital	CSC	Corringham, Social Club,
SH	Socketts Heath	FC	Fobbing Church,
WKC	Woodside, King Edward Drive/Colleges,		
CC	Chedwell St Mary, Cross Keys		
OH	Orsett Hospital		
HH	Horndon on the Hill,		
SHA	Stanford le Hope, Abbots Drive,		
CTC	Corringham, Town Centre		
BH	Basildon Hospital/College,		
BBS	Basildon Bus Station,		



3.10. The following section identifies how the services are used, and where bus users across the three services travel to and from. The above map shows the key travel patterns across the three services, with the 11 shown in red, the 265 in green, and the 374 in purple. These are the most popular journeys identified within the data, above certain thresholds, specific to each route. These are given in greater detail.





Purfleet, Rail Station - South Ockendon, Derwent Parade 112 Passengers	Purfleet, Marlow Avenue - Purfleet Rail Station 353 Passengers	Purfleet, Marlow Avenue - South Ockendon, Derwent Parade 282 Passengers	Purfleet, Marlow Avenue - Stifford Clays, Thurrock Hospital 438 Passengers	Aveley, Oak Road - Purfleet Rail Station 170 Passengers	Aveley, Oak Road - Purfleet, Marlow Avenue 360 Passengers
Aveley, High Street - Purfleet, Rail Station 120 Passengers	Aveley, High Street - Chadwell at Mary, Cross Keys 185 Passengers	South Ockendon, Derwent Parade - Purfleet, Rail Station 226 Passengers	South Ockendon, Derwent Parade - Purfleet, Marlow Avenue 110 Passengers	South Ockendon, Derwent Parade - South Ockendon, Rail Station 108 Passengers	South Ockendon, Derwent Parade - Chadwell at Mary, Cross Keys 165 Passengers
South Ockendon, Rail Station - South Ockendon, Foyle Drive 303 Passengers	South Ockendon, Rail Station - South Ockendon, Derwent Parade 224 Passengers	South Ockendon, Royal Oak - South Ockendon, Foyle Drive 182 Passengers	Stifford Clays, Thurrock Hospital - Aveley, High Street 214 Passengers	Stifford Clays, Thurrock Hospital - South Ockendon, Rail Station 107 Passengers	Stifford Clays, Thurrock Hospital - South Ockendon, Royal Oak 295 Passengers
Stifford Clays, Long Lane/Blackshots Lane - South Ockendon, Buckles Lane 255 Passengers	Woodside, King Edward Drive/ Colleges - South Ockendon, Royal Oak 105 Passengers	Woodside, King Edward Drive/ Colleges - Horndon on the Hill 128 Passengers	Chadwell at Mary, Cross Keys - Orsett Hospital 125 Passengers	Orsett Hospital - South Ockendon, Foyle Drive 109 Passengers	Orsett Hospital - Chadwell at Mary, Cross Keys 281 Passengers
Horndon on the Hill - Basildon, Bus Station 133 Passengers	Stanford le Hope, Abbots Drive - Horndon on the Hill 217 Passengers	Basildon Hospital/ College - South Ockendon, Derwent Parade 103 Passengers	Basildon Hospital/ College - Basildon, Bus Station 125 Passengers	Basildon, Bus Station - Chadwell at Mary, Cross Keys 356 Passengers	Basildon, Bus Station - Horndon on the Hill 142 Passengers
		Basildon, Bus Station - Corringham, Town Centre 127 Passengers	Basildon, Bus Station - Basildon Hospital/College 718 Passengers		

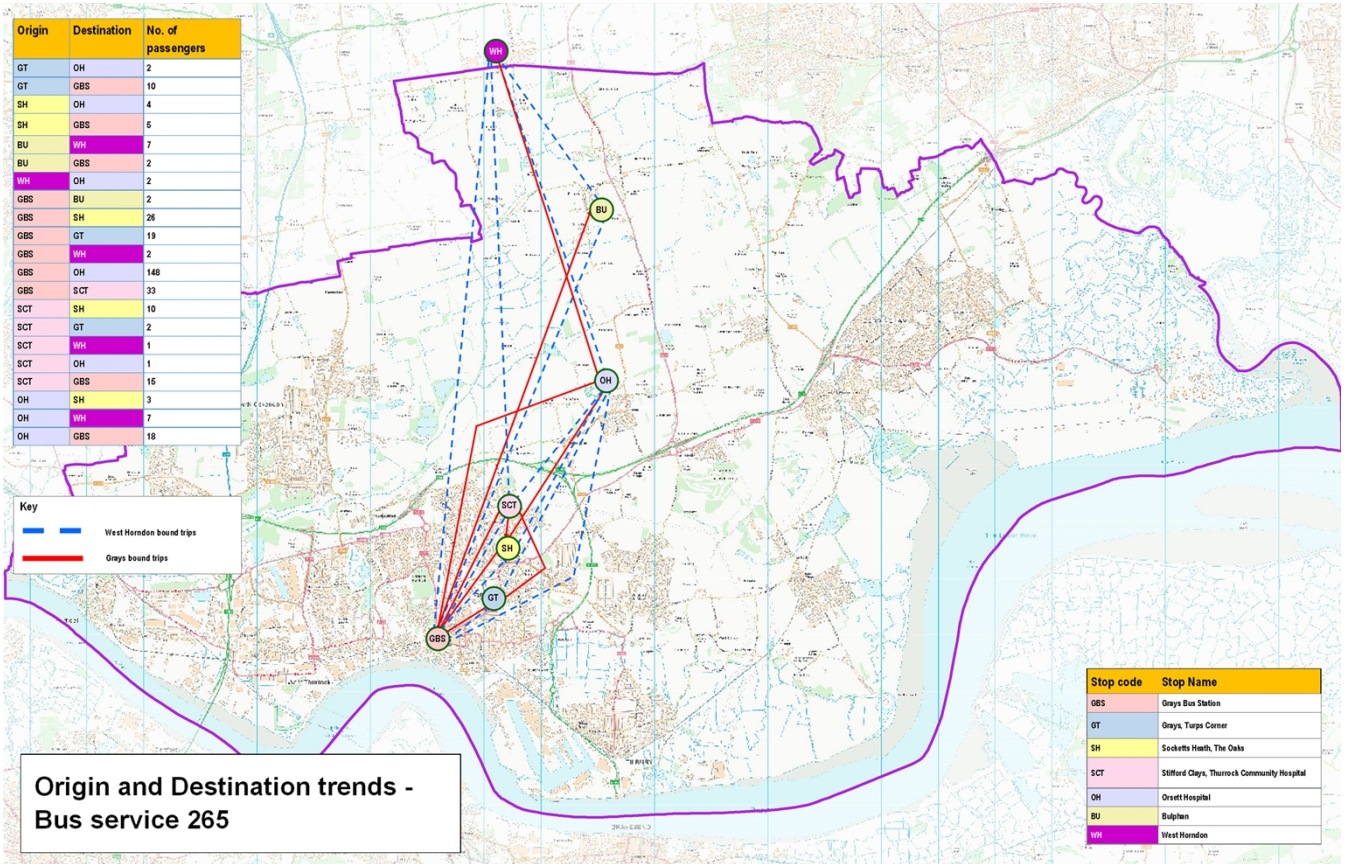


- 3.11. The map and grid given above show the origin-destination pairs which are most popular on the 11 service. The OD pairs are graded in three shades, with those pairs with more than 100 journeys in the lightest shade of red, increasing in 100's with those in darkest red for trips with 300 or more journeys. Each of these pairs is shown on the corresponding map.
- 3.12. The most popular Origin-Destination pairs identified are Basildon Hospital to Basildon Bus Station – 653 passengers, Usk Road Aveley to Purfleet Marlow Road – 405 passengers, Purfleet Marlow Road to Usk Road – 340 passengers, Chadwell Cross Keys to Basildon – 326 passengers, Purfleet Station to Purfleet Marlow Road – 325 passengers, Foyle Drive to Ockendon Station – 279 passengers, Ockendon Royal Oak to Thurrock Hospital – 271 passengers, Derwent Parage to Purfleet Marlow Road – 259 passengers, Chadwell Cross Keys to Orsett Hospital – 258 passengers, and Buckles Lane to Long Lane, Blackshots – 232 passengers.
- 3.13. There are 132 bus stops, or origin points served by the number 11 bus. Therefore, there are 17,292 origin-destination combinations. Of the served bus stops, the most popular origin stops are Basildon Bus Station – 3,430 passengers, Derwent Parade, South Ockendon – 2,214 passengers, Corringham Town Centre – 1,442 passengers, Basildon Hospital – 1,210 passengers, Cross Keys Chadwell St Mary – 968 passengers, High Street Aveley – 893 passengers, Marlow Avenue – 884 passengers, Orsett Hospital – 808 passengers, High Road Horndon-on-the-Hill – 780 passengers, Nursery Road/Abbotts Drive Stanford-le-Hope – 736 passengers, Ockendon Railway Station – 716 passengers, and Purfleet Railway Station – 714 passengers.
- 3.14. The most popular destinations were Basildon bus station – 1,722 arrivals, Purfleet Marlow Road – 1,163 arrivals, Derwent Parade South Ockendon – 989 arrivals, Thurrock Hospital – 981 arrivals, Ockendon Station – 941 arrivals. Other destinations with higher numbers of arrivals included Orsett Hospital (795), Usk Road Aveley (608), Basildon Hospital (593), Aveley High Street (591), and Chadwell Cross Keys (498).

Journey Departures	Patronage
0715	3163
0745	1013
0915	6247
1115	5107
1315	5387
1515	4264
1715	2627
1905	560
Total	28,298

- 3.15. Finally, the most popular service for the 11 is the 0915, which carried over 6000 passenger journeys, followed by the following two runs across the middle of the day carrying over 5000 passenger journeys. Presumably, this is due to persons being able to use their concessionary passes issued under ENCTS, which allow free travel after 9am.

During the morning rush hour, the 0715 run carries over 3000 passengers. The lowest level of patronage is at 1905, carrying just 560 passenger journeys.



Grays, Turps Corner - Orsett Hospital 2 Passengers	Grays, Turps Corner - Grays, Bus Station 10 Passengers	Socketts Heath, The Oak - Orsett Hospital 4 Passengers	Socketts Heath, The Oak - Grays, Bus Station 5 Passengers	Bulphan, Village Hall - West Horndon, Railway Station 7 Passengers	Bulphan, Village Hall - Grays, Bus station 2 Passengers
West Horndon, Railway Station - Orsett Hospital 2 Passengers	Grays, Bus Station - Bulphan, Village Hall 2 Passengers	Grays, Bus Station - Socketts Heath, The Oak 26 Passengers	Grays, Bus Station - Grays, Turps Corner 19 Passengers	Grays, Bus Station - West Horndon, Railway Station 2 Passengers	Grays, Bus Station - Orsett Hospital 148 Passengers
Grays, Bus Station - Stifford Clays, Thurrock Hospital 33 Passengers	Stifford Clays, Thurrock Hospital - Socketts Heath, The Oak 10 Passengers	Stifford Clays, Thurrock Hospital - Grays, Turps Corner 2 Passengers	Stifford Clays, Thurrock Hospital - West Horndon, Railway Station 1 Passenger	Stifford Clays, Thurrock Hospital - Orsett Hospital 1 Passenger	Stifford Clays, Thurrock Hospital - Grays, Bus Station 15 Passengers
Orsett Hospital - Socketts Heath, The Oak 3 Passengers	Orsett Hospital - West Horndon, Railway Station 7 Passengers	Orsett Hospital - Grays, Bus Station 18 Passengers			

- 3.16. The map and grid given above show the origin-destination pairs which are most popular on the 265 service<sup>3</sup>. The OD pairs are graded in three shades of green, with those pairs with more than 30 journeys shown in the darkest shade of green. Each of these pairs is shown on the corresponding map.
- 3.17. The 265 service has relatively low levels of frequency, with only two return journeys per day, operating on Mondays, Wednesdays and Fridays only. As a result, it has low patronage and low numbers in Origin-Destination pairs. The most popular journey on the service is between Orsett Hospital and Grays Bus station with 148 journeys, followed by Thurrock Hospital and Grays Bus Station (41 journeys).
- 3.18. The bus station in Grays is the most popular destination (211 arrivals), followed by Thurrock Hospital and Orsett Hospital with 27 and 26 arrivals respectively. The most popular origin points are Grays Bus Station – 437 embarkations, Rectory Road/Penn Close – 255, Orsett Hospital – 163, and Recreation Ground Bulphan – 162. There were a total of 1,471 passenger journeys.

Journey Departures	Patronage
1015	549
1200	662
1400	262
Totals	1,472

- 3.19. The above table highlights when passenger journeys are made on the 265. The most popular service is the midday departure from Grays with 662, however based on journey length, the 1015 service has a higher proportion of passengers per mile travelled than the subsequent departure. The lower number of passengers on the 1400 departure are likely to be returning home from Grays or either hospital.
- 3.20. The following map and grid show the origin-destination pairs which are most popular on the 374 service<sup>4</sup>. The OD pairs are graded in three shades of yellow, with those pairs with more than 100 journeys in the lightest shade of yellow, increasing in 100's with those in darkest yellow for trips with 300 or more journeys. Each of these pairs is shown on the corresponding map.
- 3.21. The most frequent Origin-Destination points were Basildon Hospital to Basildon Bus Station with 1,115 passenger journeys, East Tilbury to Basildon Bus Station with 1,001 journeys, East Tilbury to King Edward Drive – 875 passenger journeys, East Tilbury to Grays Bus Station with 721 passenger journeys, Basildon to Basildon Hospital with 412

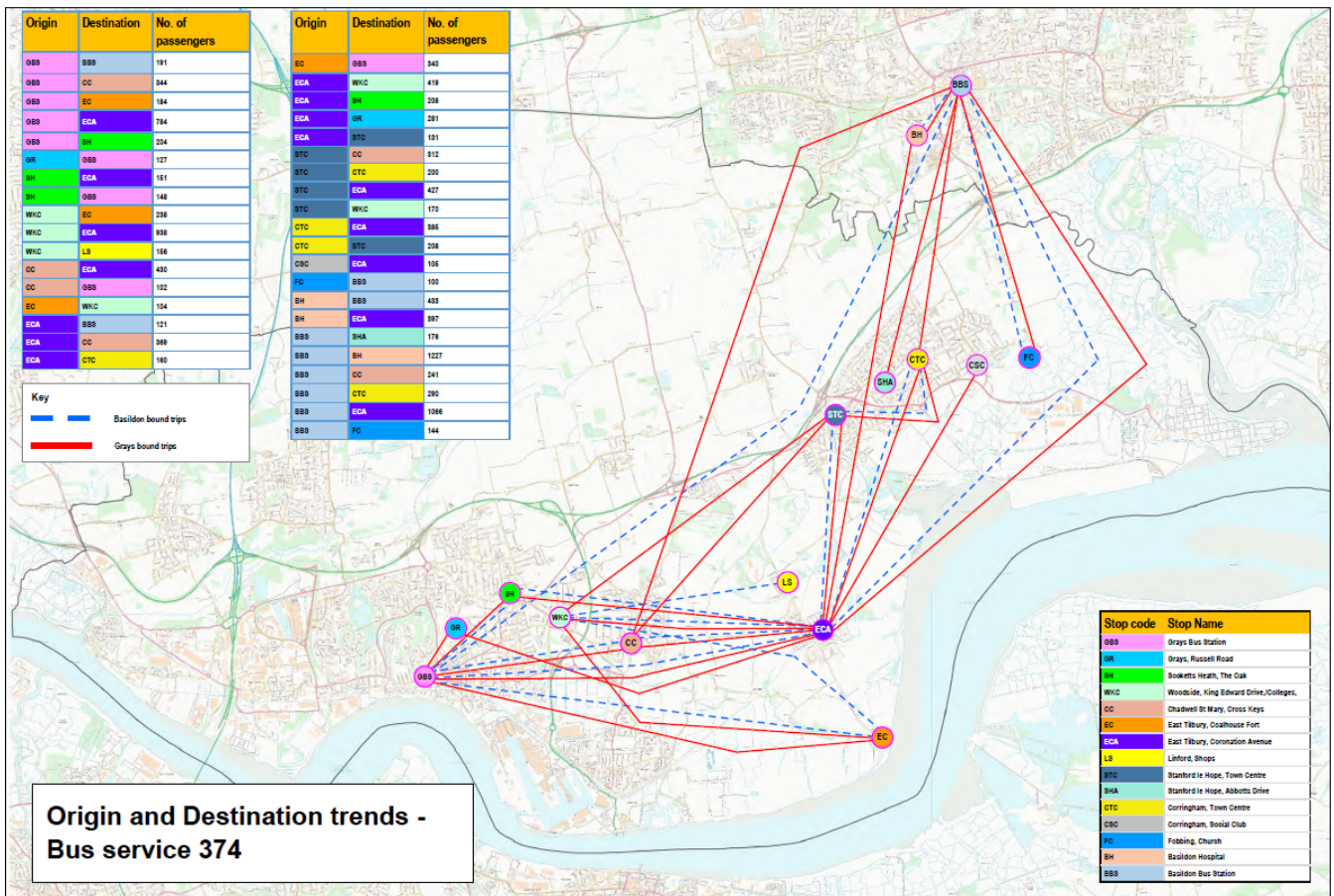
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<sup>3</sup> While analysis has been undertaken, the majority of trips made on the 265 are undertaken by persons using concessionary travel passes, and therefore the data can only identify embarkation points, but end destination is unknown. This accounts for 80% of all journeys.

<sup>4</sup> While analysis has been undertaken, the majority of trips made on the 374 are undertaken by persons using concessionary travel passes, and therefore the data can only identify embarkation points, but end destination is unknown. This accounts for 61% of all journeys.



journeys, East Tilbury to Chadwell Cross Keys with 403 passenger journeys, East Tilbury to Stanford-le-Hope town centre with 391 journeys, King Edward Drive to East Tilbury with 388 journeys, East Tilbury to Basildon Hospital with 371 journeys, and East Tilbury to Corringham Town Centre with 358 journeys. From this data set, it is clear a high proportion of passenger journeys are made from East Tilbury towards both the east and west.



3.22. The most popular destinations on the 374 are Basildon town centre with 3,269 arrivals, East Tilbury with 2,133 arrivals, Grays Bus Station with 1,943 arrivals, King Edward Drive with 1,363 arrivals, and Stanford-le-Hope town centre with 1,285 arrivals.

3.23. The most popular origin points for journeys on this service are Basildon Bus Station – 5,965, Grays Bus Station – 3,316, Corringham Town Centre – 2,999, Princess Margaret Road East Tilbury – 2,567, Basildon Hospital – 1,937, Trent East Tilbury - 1906, Nursey Road Stanford – 1,709, Cross Keys Chadwell – 1,604, Stanford Railway Station – 1,598, and Gloucester Road East Tilbury – 1,352.

Grays, Bus Station - Basildon, Bus Station 191 Passengers	Grays, Bus Station - Chadwell st Mary, Cross Keys 344 Passengers	Grays, Bus Station - East Tilbury, Coalhouse Fort 184 Passengers	Grays, Bus Station - East Tilbury, Coronation Avenue 784 Passengers	Grays, Bus Station - Socketts Heath, The Oak 204 Passengers	Grays, Russell Road - Grays, Bus Station 127 Passengers
Socketts Heath, The Oak - East Tilbury, Coronation Avenue 151 Passengers	Socketts Heath, The Oak - Grays, Bus Station 148 Passengers	Woodside, King Edward Drive/ Colleges - East Tilbury, Coalhouse Fort 238 Passengers	Woodside, King Edward Drive/ Colleges - East Tilbury, Coronation Avenue 938 Passengers	Woodside, King Edward Drive/ Colleges - Linford, Shops 156 Passengers	Chadwell st Mary, Cross Keys - East Tilbury, Coronation Avenue 430 Passengers
Chadwell st Mary, Cross Keys - Grays, Bus Station 102 Passengers	East Tilbury, Coalhouse Fort - Woodside, King Edward Drive/ Colleges 104 Passengers	East Tilbury, Coronation Avenue - Woodside, King Edward Drive/ Colleges 121 Passengers	East Tilbury, Coronation Avenue - Chadwell st Mary, Cross Keys 369 Passengers	East Tilbury, Coronation Avenue - Corringham, Town Centre 160 Passengers	East Tilbury, Coronation Avenue - Grays, Bus Station 340 Passengers
East Tilbury, Coronation Avenue - Woodside, King Edward Drive/ Colleges 419 Passengers	East Tilbury, Coronation Avenue - Socketts Heath, The Oak 208 Passengers	East Tilbury, Coronation Avenue - Grays, Russell Road 281 Passengers	East Tilbury, Coronation Avenue - Stanford le Hope, Town Centre 131 Passengers	Stanford le Hope, Town Centre - Chadwell st Mary, Cross Keys 312 Passengers	Stanford le Hope, Town Centre - Corringham, Town Centre 200 Passengers
Stanford le Hope, Town Centre - East Tilbury, Coronation Avenue 427 Passengers	Stanford le Hope, Town Centre - Woodside, King Edward Drive/ Colleges 170 Passengers	Corringham, Town Centre - East Tilbury, Coronation Avenue 385 Passengers	Corringham, Town Centre - Stanford le Hope, Town Centre 208 Passengers	Corringham, Social Club - East Tilbury, Coronation Avenue 105 Passengers	Fobbing, Church - Basildon, Bus Station 100 Passengers
Basildon, Hospital/ College - Basildon, Bus Station 433 Passengers	Basildon, Hospital/ College - East Tilbury, Coronation Avenue 397 Passengers	Basildon, Bus Station - Stanford le Hope, Abbotts Drive 176 Passengers	Basildon, Bus Station - Basildon, Hospital/ College 1227 Passengers	Basildon, Bus Station - Chadwell st Mary, Cross Keys 241 Passengers	Basildon, Bus Station - Corringham, Town Centre 290 Passengers
		Basildon, Bus Station - East Tilbury, Coronation Avenue 1066 Passengers	Basildon, Bus Station - Fobbing, Church 144 Passengers		

3.24. The following table sets out patronage across each departure on this route. The most popular service is the 0845 departure from Grays, with over 4000 passenger journeys. This likely reflects the opportunity for concessionary pass holders to access the bus using their pass. The next most popular service is the 1630 departure from Basildon Bus Station at just under 4000 passenger journeys. All other departures carry a relatively even number of patronage between 2000 and 3000 passenger journeys with only two services dropping marginally below this 2000 figure. Unlike the 11, patronage is more even across the departures, but this is likely due to increased levels of frequency and lower waits between services, and also a shorter overall route journey.

Journey Departure	Patronage
0710	2,597
0720	1,904
0845	4,048
0900	2,337
1018	2,983
1030	2,692
1148	2,740
1200	2,618
1318	2,079
1330	2,642
1448	3,119
1500	2,810
1630	3,974
1750	1,876
Total	38,340

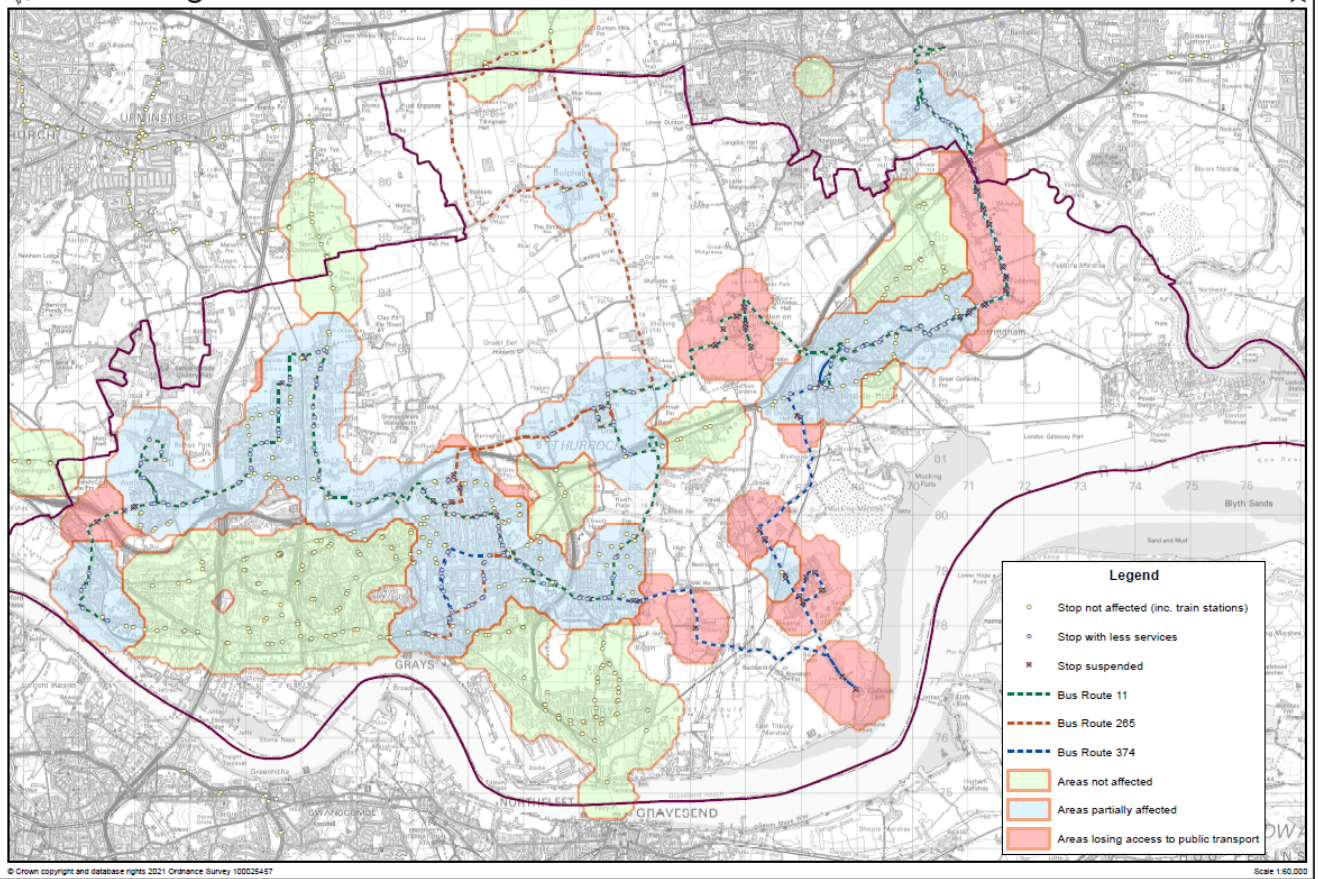
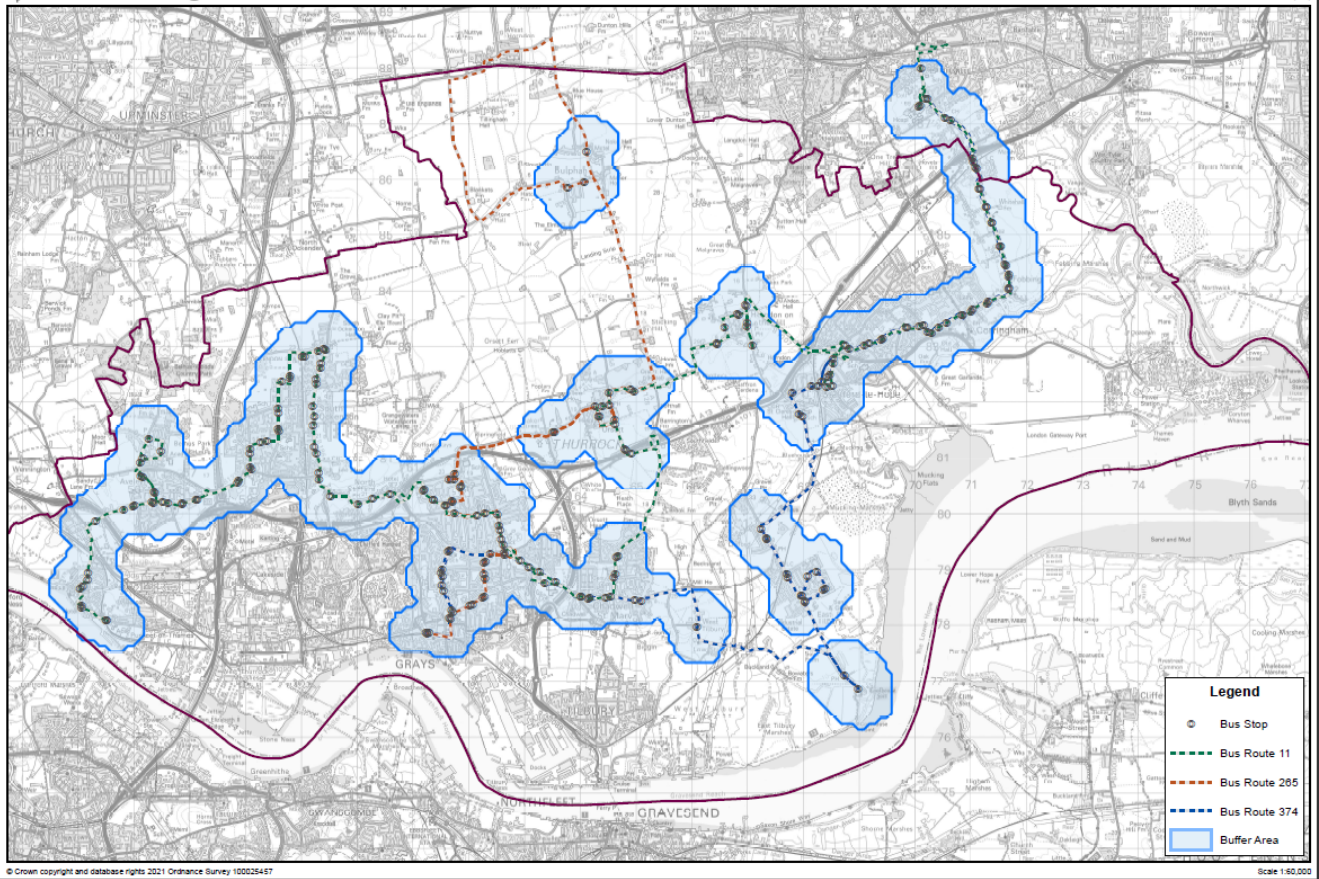
### Impact of Withdrawal

- 3.25. The following section identifies where communities would be impacted if services were reduced or withdrawn. The approach to this process has been to use the full passenger transport network within Thurrock – that is bus and rail, and to remove the three supported services from the available options. A specialist transport accessibility modelling tool TRACC was used to identify what proportion of those residents who are currently able to access these three supported services, would be able to continue accessing some form of public transport if these were removed from the network. Historically it is recommended that there should be a maximum walking distance of 400m to access a bus<sup>5</sup>, and extended to a mile for heavy rail services. For ease, this analysis has used a 500m walking distance buffer to identify the number of people who can access an alternative public transport provision. It does not however identify if these alternatives will provide like for like alternatives, but does significantly increase the likelihood of transfers being available to reach the end destination.
- 3.26. The below map shows where residents, dwellings or communities are within a 400 metre actual walk (as opposed to as-the-crow-flies) of a bus stop which is served by any of these three services. The total residential population served by these three services within 400 metres is 113,448 based on 2020 mid-year population estimates.

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<sup>5</sup> Department of Environment Circular 82/73 (DOE, 1973)





3.27. The above map shows the impact of withdrawals of these three services across the borough. It reflects all areas within Thurrock which can be utilised within 500 metres of an access point such as bus stop or railway station. The areas shown in green are those communities which have some form of transport provision but were not able to access these three supported services, and therefore are excluded from this analysis. Those areas shown in blue are the communities which are within a 500m access of the three supported services but are able to access an alternative provision if these three routes were withdrawn. Lastly, the map shows areas of red – these are communities and residents who would not be able to access an alternative provision were these services removed. The following table identifies the number of residents who are thereby impacted by potential changes to these services, assuming all other services remain the same, based on the previous map.

3.28. Of the 113,448 residents served by these three supported services, if they were removed, this would result in nearly 9,000 residents no longer have any access to public transport, in addition to over 6000 which currently do not have any provision. Collectively, this would result in 9% of the boroughs total population not having any access at all to public transport. If these services were removed, 104,523 residents would have access to at least one alternative public transport service, either via rail or bus. A further 56000 residents, who are not able to access these three services will also continue to access at least one public transport service.

Impacts of Withdrawals	Dwellings	Population
Areas not affected (green area)	24,393	55,880
Areas partially affected (blue area)	50,569	104,523
Areas losing access to public transport (red area)	4,464	8,925
Out of scope (non-shaded)	3,644	6,203
Total	83,070	175,531

Day	Time period	Population currently served	Population served after withdrawal	Population losing access to public transport
Weekday	07:00 - 08:00	171,734	164,420	7,314
Weekday	12:00 - 13:00	171,637	163,464	8,173
Weekday	15:00 - 16:00	171,670	164,098	7,572
Weekday	20:00 - 21:00	142,314	139,170	3,144
Saturday	08:00 - 09:00	167,146	164,131	3,015
Saturday	15:00 - 16:00	167,146	163,429	3,717
Sunday	12:00 - 13:00	139,254	139,254	-

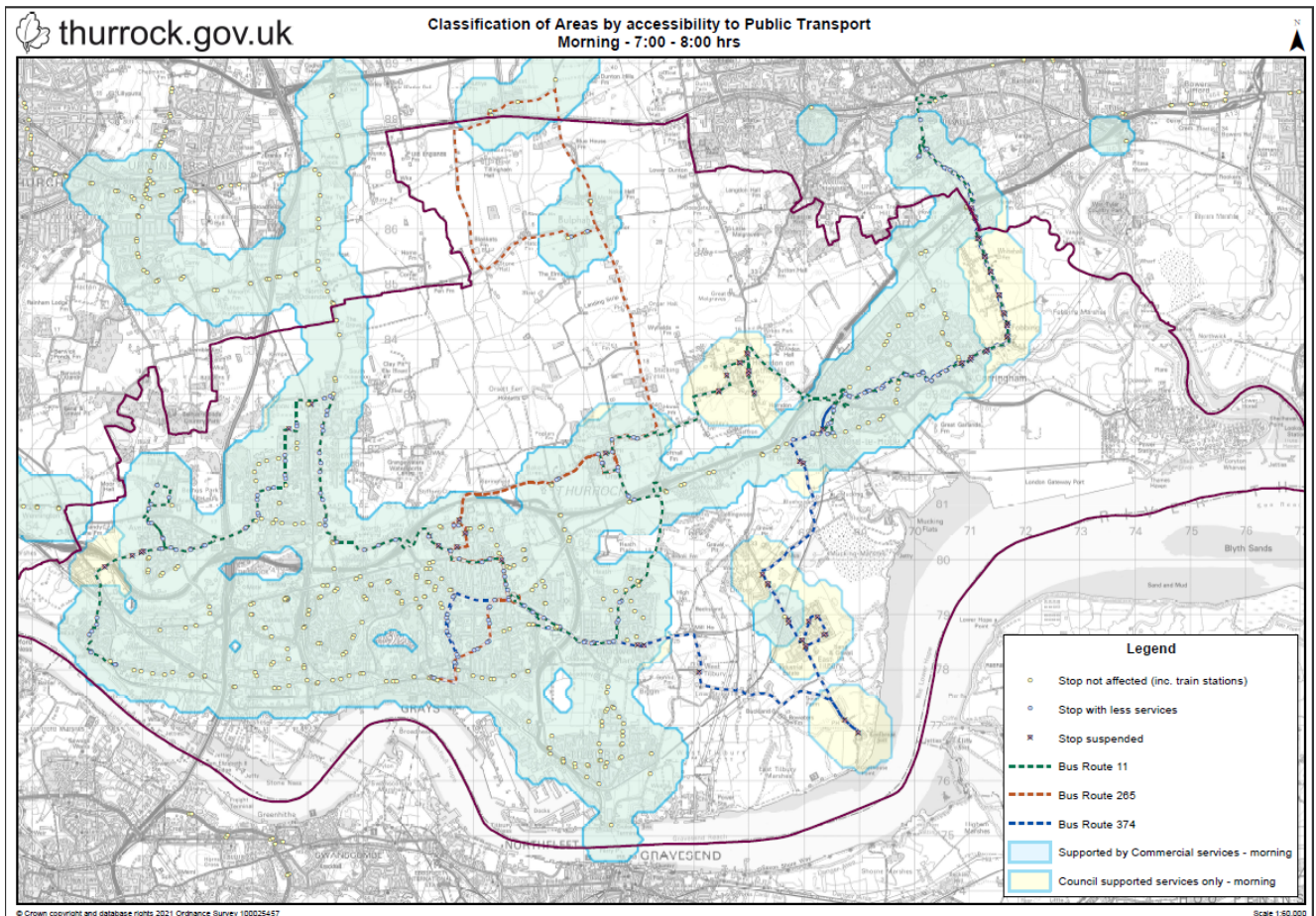
3.29. The table above identifies the impact of services withdrawals across different parts of the day during the working week, and across the weekend. This data is based on all residents in the borough and will include those communities served by the three



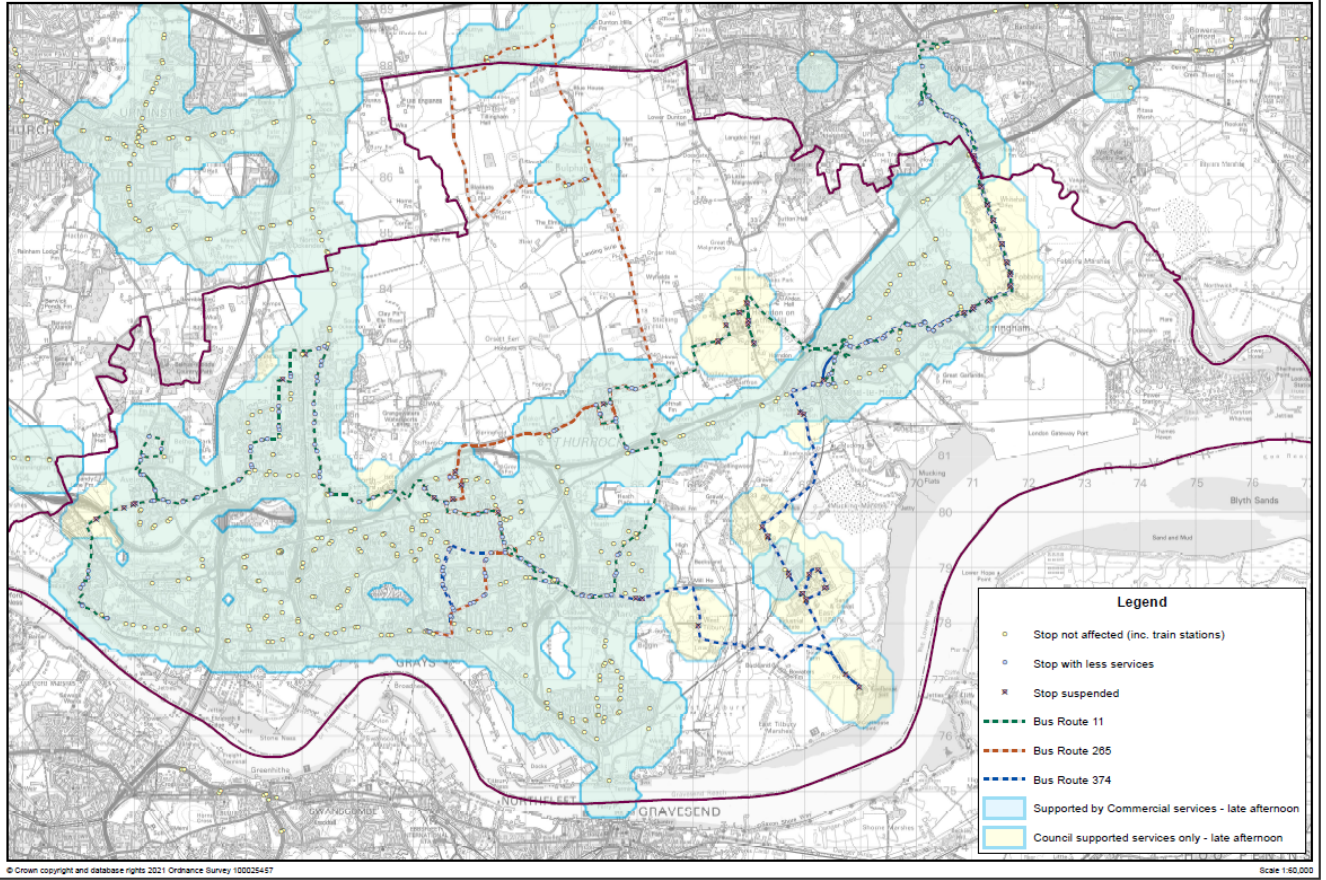
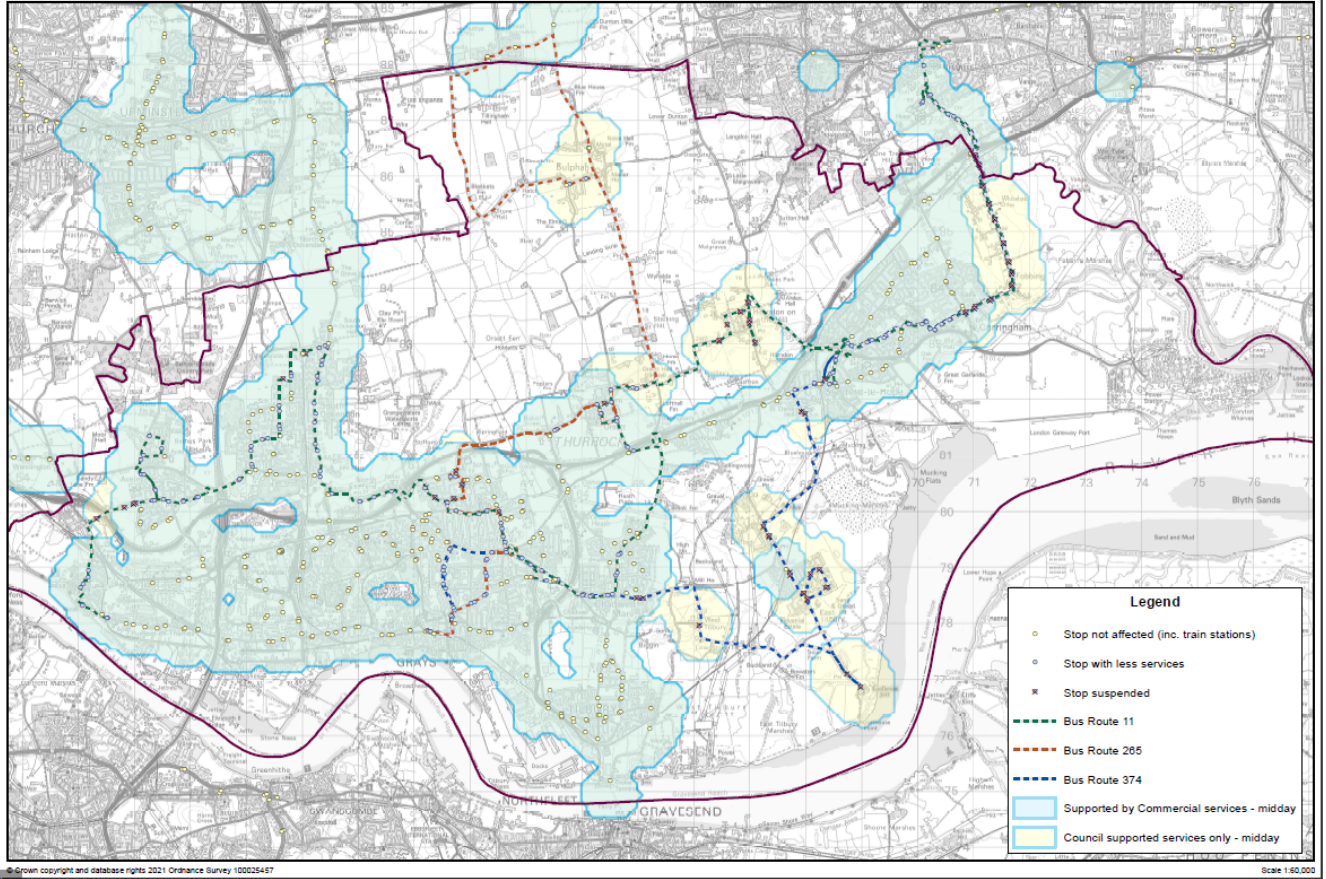
supported services. The biggest impact to be felt by communities would be on Mondays, Wednesdays and Fridays during the middle of the day, as this is a time period when all three services would otherwise be operating. Between 12pm and 1pm midweek, over 8000 residents would lose access to any form of public transport. During core working day hours, there are over 7000 residents who will lose access to any form of public transport. For completeness, Mondays were used to assess the midweek provision.

3.30. On the weekends, the 374 is the only supported service to offer a Saturday provision at a reduced frequency of once every three hours. Therefore, its removal would impact up to 3,700 residents. Sundays do not show any additional impact as none of these services operate on that day.

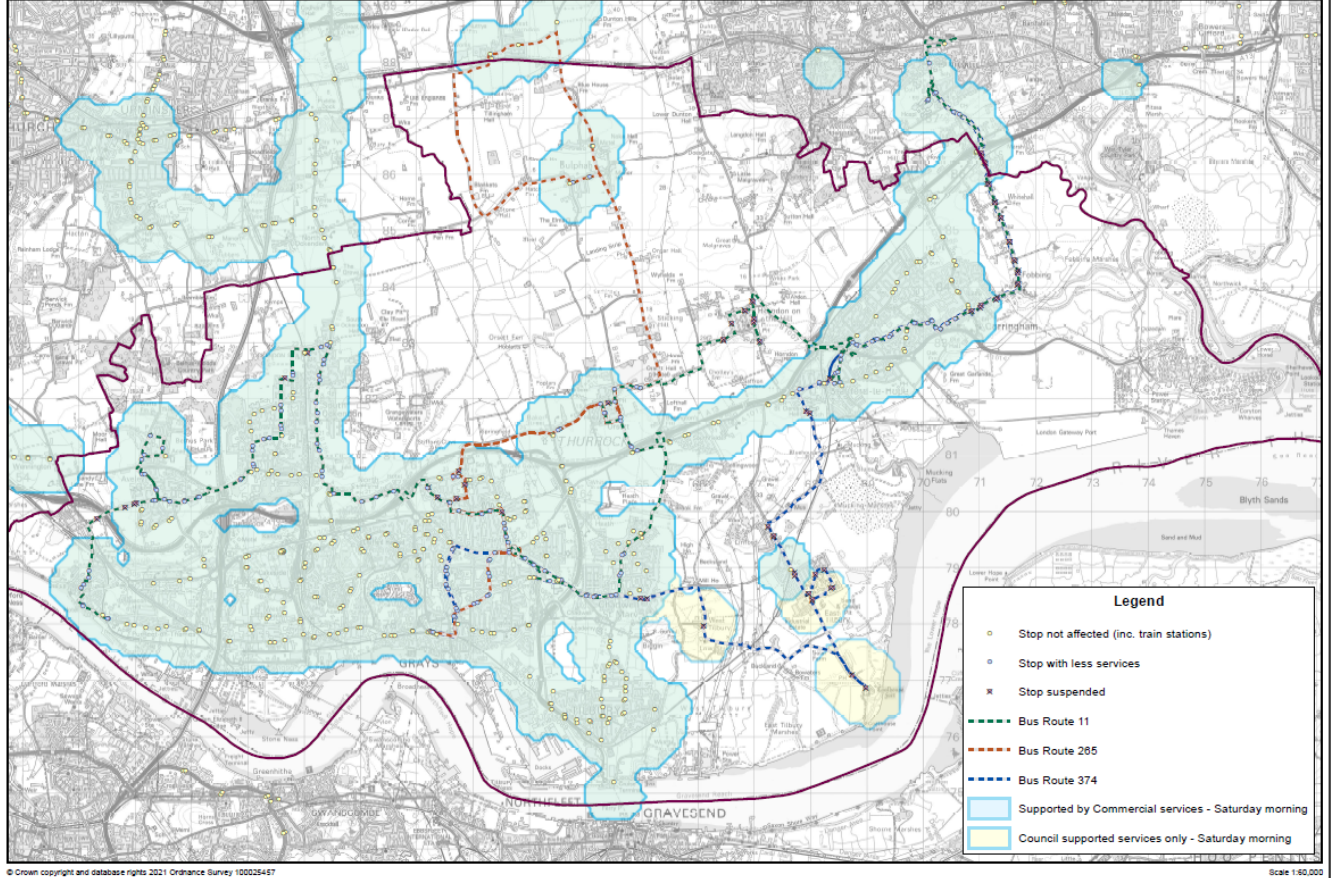
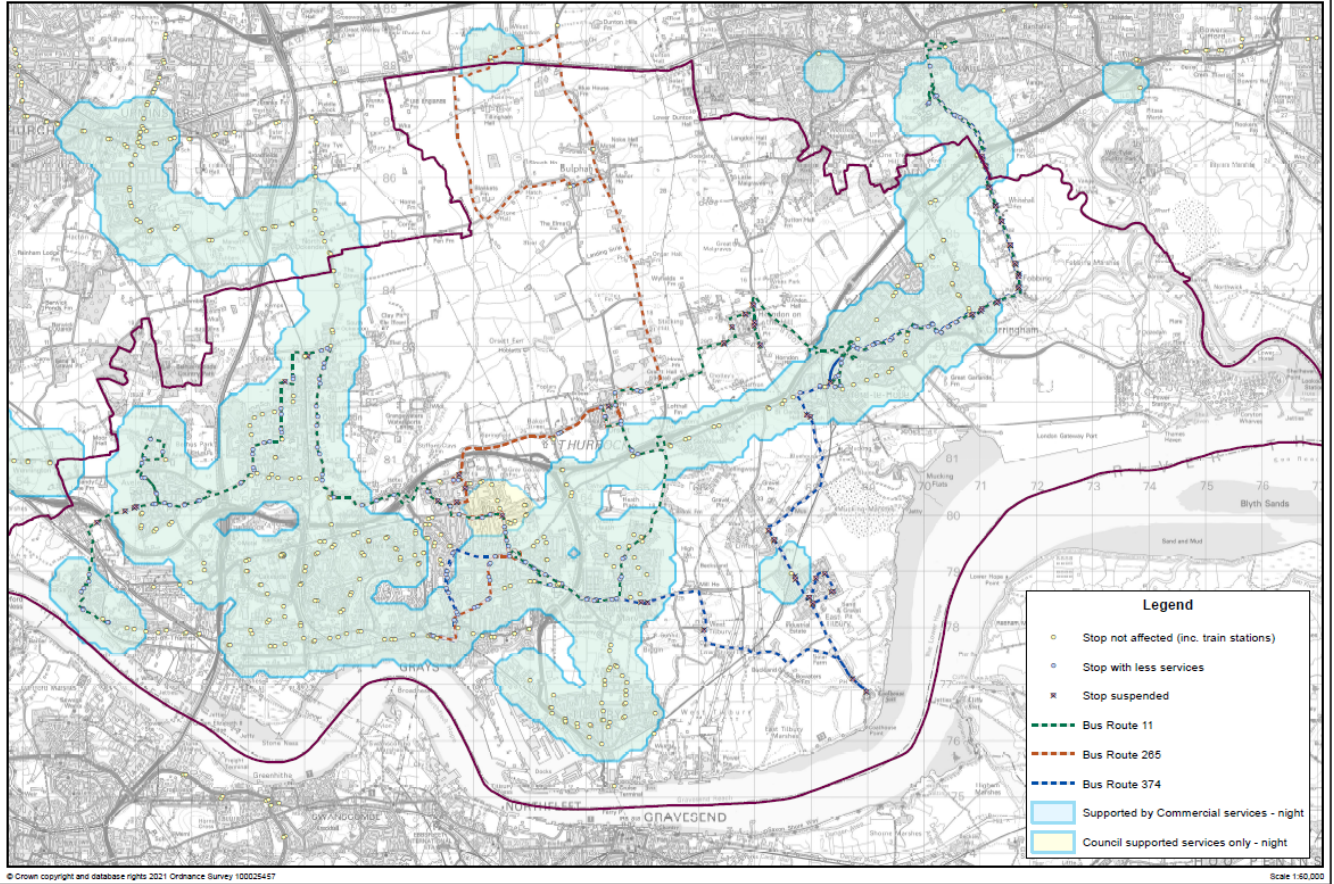
3.31. The following maps visualise the impacts of service withdrawals.



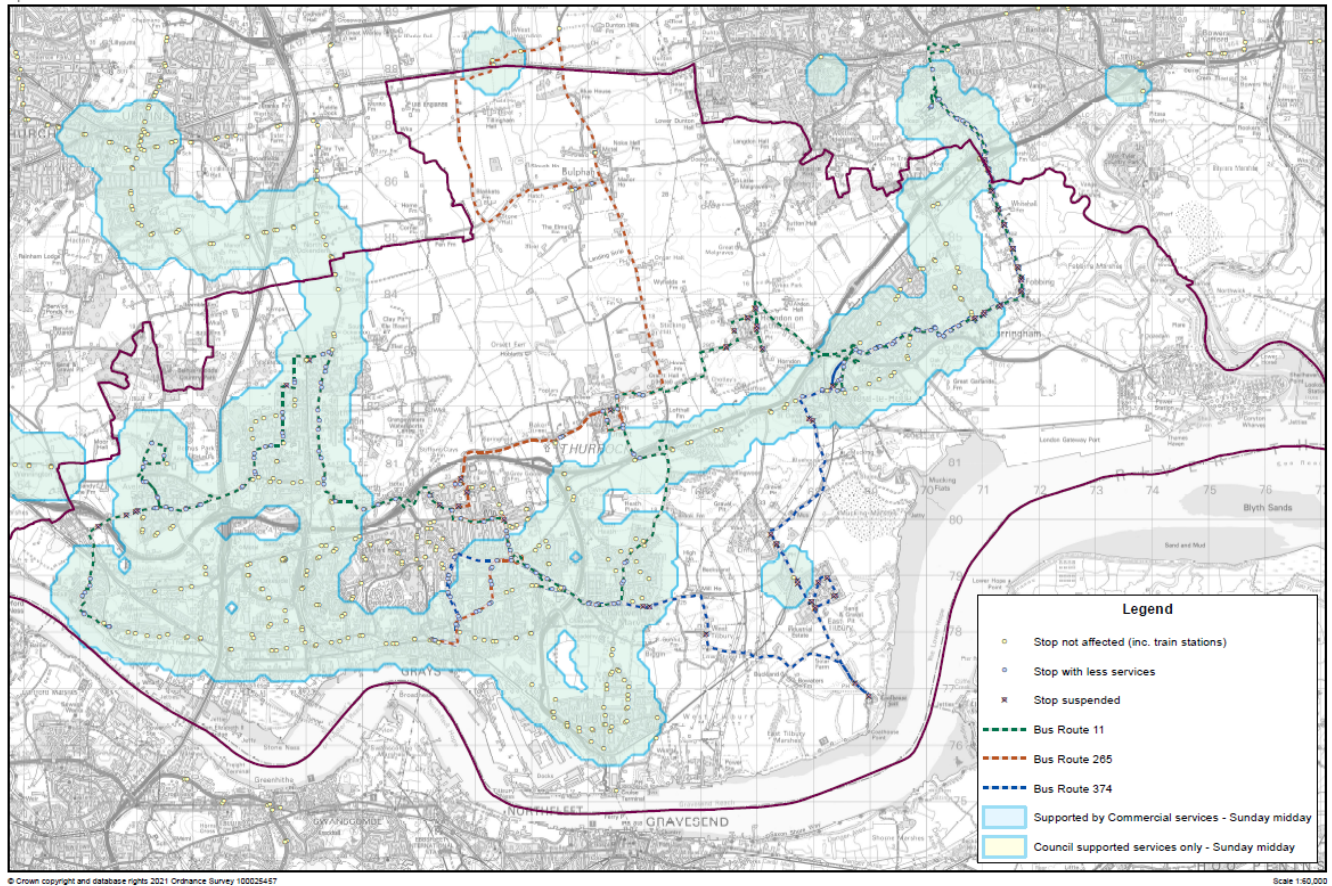
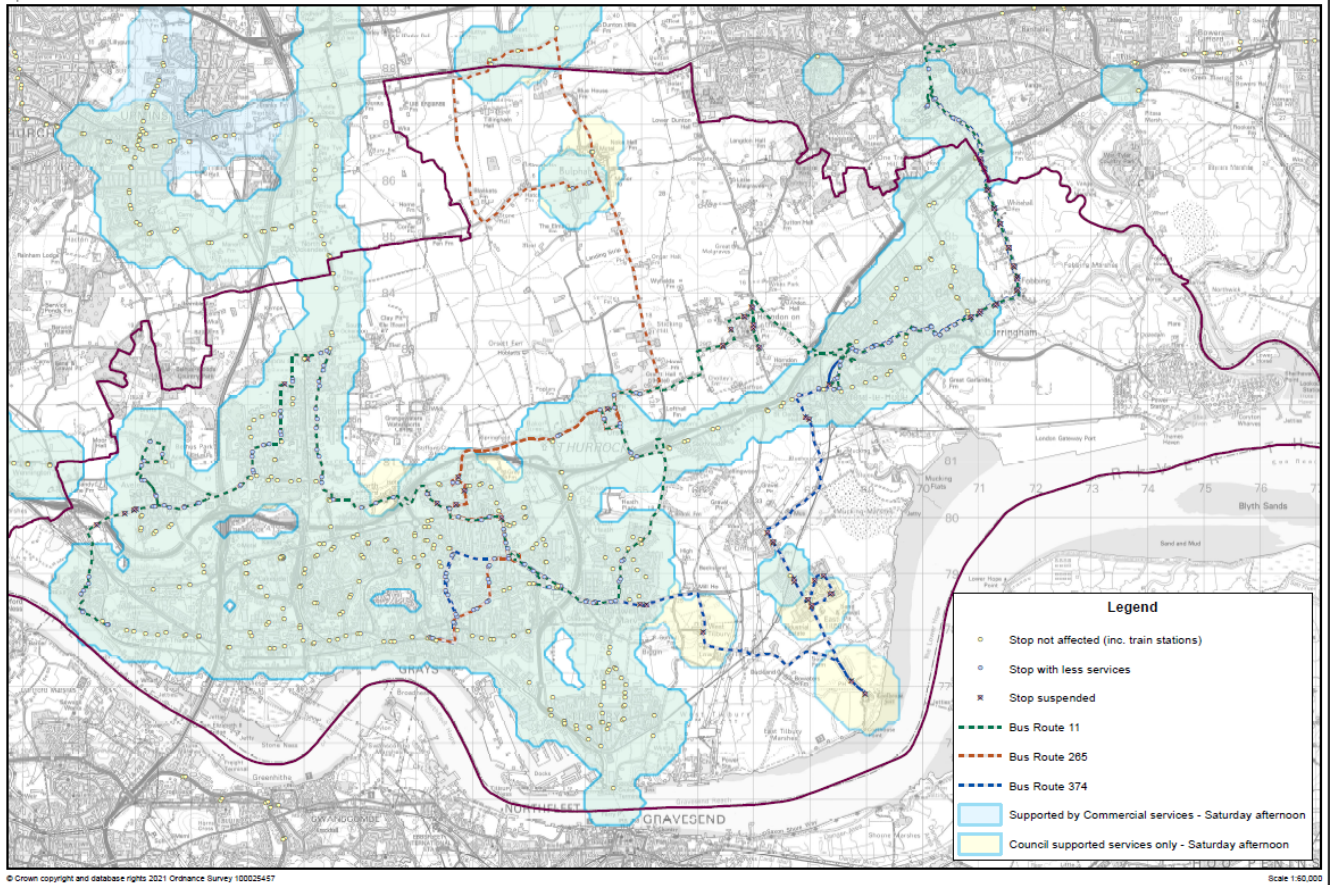












### Community Equality Impact Assessment

The Equality Act 2010 states that public bodies must have “due regard” to a variety of Equalities objectives (Equality Act 2010, Section 149) and consequently, Equality Analysis must be carried out to demonstrate that decision-makers are fully aware of the impact that changes may have on stakeholders.

The concept of ‘due regard’ was reinforced in 2012 during the review of the Public Sector Equality Duty (PSED) which “requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities”

‘Due regard’ is dependent on the relevance and potential impact of the decision being considered. The greater the relevance and impact, the higher the regard due.

As an authority, we have made a commitment to apply a systematic screening process to new policy, strategy, functions or service development including reviews or changes to existing policy, strategy, functions or services.

This is to determine whether the proposals are likely to have a significant impact on different groups within our community.

This process has been developed, together with [full guidance](#), to support officers in meeting our duties under the:

- Equality Act 2010
- Public Sector Equality Duty
- The Best Value Guidance
- The Public Service (Social Value) 2012 Act

In addition, the guidance supports officers to consider our commitments set out in the [Thurrock Joint Compact](#) with the voluntary sector.

As well as supporting you to look at whether there is, or will be, a significant impact, the guidance will also consider ways in which you might mitigate this in the future.

## About the service and reason for the development or review process

Name of service	Transportation Services; Planning, Transportation and Public Protection
Lead Officer	Navtej Tung, Strategic Transport Manager
Contact Details	<a href="mailto:ntung@thurrock.gov.uk">ntung@thurrock.gov.uk</a> ; 01375 652006

Why is this policy, strategy, function or service development/review needed?

Thurrock Council financially supports three local bus services which operate across the borough, supporting predominantly rural communities where commercially operated bus provision does not exist and is unlikely to be deemed financially viable. The existing tendered contract has come to the end of its initial three-year period, with a significant price increase as part of the allowable contract extensions, the council are seeking to understand if the routes are fit for purpose and retain value for money. The council are therefore undertaking a review of these services, to determine if these services should continue, plus understanding what impact there would be if these were removed.

### 1. Community impact (this can also be used to assess impact on staff although a cumulative impact should be considered)

1.1 What impacts will this policy, strategy, function or service development/review have on communities, workforce and the health and wellbeing of local residents?  
Look at what you know? What does your research tell you?

*Consider:*

- National and local data sets – please see guidance
- Complaints
- Consultation and service monitoring information
- Voluntary and community organisations
- The Equality Act places a specific duty on people with ‘protected characteristics’. The table below details these groups and helps you to consider the impact on these groups.

	Positive	Neutral	Negative	What are the positive and negative impacts?	How will benefits be enhanced and negative impacts minimised or eliminated?

<b>Local communities in general</b>			x	A potential reduction or withdrawal of services would have a negative impact on communities, most particularly those communities which are smaller, rural or not within the main conurbations within Thurrock.	Unlikely to be mitigated unless an alternative provision is provided.
<b>Age</b>			x	Any reduction or withdrawal of service would have a negative impact on members of the community who are older, in particular those who have qualified for concessionary bus passes (c.90% of all concessionary bus passes issued in Thurrock are for age). The largest group of respondents to the consultation are those aged over 60.	Unlikely to be mitigated unless an alternative provision is provided.
<b>Disability</b>			x	Those with disabilities in communities without alternative provision are likely to be negatively impacted without owning their own transport. Persons with disabilities are eligible for concessionary travel (as may	Unlikely to be mitigated unless an alternative provision is provided.

				necessary companion who is required for travel). C10% of concessionary pass holders qualify through disability.	
<b>Gender reassignment</b>		X			
<b>Marriage and civil partnership</b>		X			
<b>Pregnancy and maternity</b>		X			
<b>Race (including Gypsies, Roma and Travellers)</b>		X			
<b>Religion or belief</b>		X			
<b>Sex</b>			X	Women are disproportionately likely to be impacted with reductions or withdrawal of services, particularly older women who may not have access to a car or are able to drive. c75% of respondents to the consultation identified as female.	Unlikely to be mitigated unless an alternative provision is provided.
<b>Sexual orientation</b>		X			
<b>Any community issues identified for this location?</b> <i>See above link to ward profiles.</i>			x	A number of rural communities are likely to be impacted by any reduction or withdrawal of	Unlikely to be mitigated unless an alternative provision is provided.



<p>If the project is based in a specific location please state where, or whether Borough wide. Please include any detail of relevance – for example, is it an area with high unemployment, or public transport limited?</p>				<p>services. These communities are likely to be Bulphan, Orsett, East Tilbury, West Tilbury, Aveley. Groups identified above living in these communities are most likely to be disproportionately impacted, if they have no private transport alternative.</p>	
<p><b>Workforce</b></p>			<p>X</p>	<p>People in employment who are reliant on these services are likely to be impacted through any reduction or withdrawal of services, especially if there are no alternate route, if alternatives are longer, more costly or require interchanges, or do not have own private transport.</p>	<p>Unlikely to be mitigated unless an alternative provision is provided.</p>
<p><b>Health and wellbeing</b></p>			<p>X</p>	<p>Based on the identification of the groups above, those most affected by the withdrawal or reduction of these services will be negatively impacted. The consultation has identified that the main use of these services by</p>	<p>Unlikely to be mitigated unless an alternative provision is provided.</p>

				<p>respondents is to access food/shopping, access health appointments and for visiting friends and family. Each of these journey purposes is strongly linked to health and wellbeing of residents.</p>	
--	--	--	--	--	--

## 2. Consultation, data and intelligence

2.1 Please highlight the steps you have taken, or plan to take, to consult the whole community or specific groups affected by the policy, strategy, function or service development/review e.g. on-line consultation, focus groups, consultation with representative groups? For further guidance please contact: [consultations@thurrock.gov.uk](mailto:consultations@thurrock.gov.uk)

***This is a vital step***

The Passenger Transport Unit has taken multiple steps to increase the reach of this consultation, targeting specifically users of the bus services. To do this, key factors have been taken into considering, in collaboration with the Communities team. The primary method of consulting is the council's web-portal. This is accessible via different devices and supports different needs to be accessible. However, taking into consideration the rural nature of some of the communities served by these bus services, and reflecting on the age profile of users, alternative options were put forward. A paper-based survey was made available to all users, which was available from the following locations – onboard the three bus services under consideration, each of the boroughs libraries and community hubs, key community locations such as post offices and community shops, as well as available for collection from certain community forum members. Responses could be submitted at many of these locations, or via Royal Mail, as a freepost address was set up. The consultation was promoted through posters at bus stops and key locations, and also advising the nearest location from where forms could be collected. All Local Forums and all elected members were advised of this consultation. Posters were also advertising the consultation on the buses.

2.2 Please also provide details on the sources of data or intelligence you have used to inform your assessment of impact and how they have helped you to understand those that will be affected by the policy, strategy, function or service development/review outlined?

Prior to the undertaking of the consultation, the council used patronage data for a full month (May 2022) to help inform and better understand service user profiles. This helped to better understand the profile of user groups and how to target. It was already known that over 50% of all trips were undertaken by persons who qualified for concessionary travel under the English National Concessionary Travel Scheme. This was combined with local knowledge within the council and the team to target and make available consultation materials.

### 3. Monitoring and Review

3.1 How will you review community and equality impact once the policy, strategy, function or service has been implemented?

*These actions should be developed using the information gathered in **Section 1 and 2** and should be picked up in your departmental/service business plans.*

Action	By when?	By who?
If there are changes in service provision, to undertake a shorter follow-up survey with those participants of the consultation who have opted in to being contacted into the future, to see how journeys are being made or what the impact has been on residents. Approximately 100 people have opted into being contacted further.	6-12 months after any change to the service	Passenger Transport Team
To propose options to help minimise any impact of service reductions or withdrawals within final report	Dec 2022	Strategic Transport Manager
Where possible to seek funds to implement measures to minimise impact. This may include developing alternate service options, or ticketing measures	2023	Passenger Transport Unit

3.1 How will you review community and equality impact once the policy, strategy, function or service has been implemented?

*These actions should be developed using the information gathered in **Section 1 and 2** and should be picked up in your departmental/service business plans.*


#### 4. Next steps

It is important to ensure that the information gathered is used to inform any council reports that are presented to Cabinet or Overview and Scrutiny committees. This will allow members to be furnished with all the facts in relation to the impact their decisions will have on different equality groups and the community as a whole.

Take some time to précis your findings below. This can then be added to your report template and the Equality and Diversity Implications section for sign off by the Community Development and Equalities team at the consultation stage of the report cycle.

#### Implications/ Customer Impact

It is recognised that any reduction or withdrawal of services will have a significant impact on key communities and persons. These services are provided on routes which are not commercially viable, and therefore it is not expected they could be replaced by commercial providers. They also link key communities which do not have alternative public transport provision. Data collected identified persons who were older, in particular those qualifying for concessionary travel on the basis of age, and those who are disabled within these communities are most likely to be impacted. Following the consultation, gender has also been identified as a key indicator of impact, with over 75% of consultation respondents being women. People who rely on these services are likely to do so for a number of reasons, as they may not have alternative options, own their own transport, or for affordability reasons. The health and wellbeing of users within these communities are also of importance and could have other impacts on the council or other stakeholders if services are reduced or withdrawn, as a high number of users use these buses to access health care appointments, particularly at hospitals and in future at the Integrated Medical Centres programme which the council are delivering in hand with the NHS, to access food, retail and leisure, and also to visit friends and family.

The consultation did not identify a large number of respondents who use the bus for employment or education, but it is known that a significant volume of fare paying passengers are in this bracket. Those who rely on these services may be impacted in the future if they are

Implications/ Customer Impact

reduced or withdrawn as they may not be able to access centres of employment, impacting on their employability and therefore quality of life.

**5. Sign off**

The information contained in this template should be authorised by the relevant project sponsor or Head of Service who will be responsible for the accuracy of the information now provided and delivery of actions detailed.

Name	Role – for example, project sponsor, head of service)	Date
Navtej Tung	Strategic Transport Manager	19/10/22

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## **Appendix 4**

### **Thurrock Council**

### **Supported Services Consultation Report**

### **Bus routes 11, 265 and 374**

#### **Public and Stakeholder views**

**October 2022**

V2.2

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## 1. Introduction

Following deregulation of bus services by the government in 1984, buses are run by private companies and local authorities no longer have an influence over the services they operate: private companies decide which bus routes to operate and the frequency of services. If the local authority identifies a social need for additional and/or enhanced services to some areas of the borough that isn't commercially viable for the bus company, it can provide financial support to a bus company to run that service.

Thurrock Council financially supports three passenger bus services within the borough: **11**, **265**, and **374**. These services support nearly every community in Thurrock, including some of the more rural areas which are not supported at all by commercially viable bus routes.

The bus services supported by Thurrock Council are:

- **Service 11** serves Purfleet-on-Thames, Aveley, South Ockendon, North Stifford, Thurrock Hospital, Grays (Blackshots), Chadwell St Mary, Orsett, Horndon-on-the-Hill, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminates at Basildon bus station. There are seven journeys a day in each direction, Monday to Friday only.
- **Service 265** serves Grays, Socketts Heath, Orsett, Bulphan and West Horndon, the service operates twice a day between 10am and 2pm on Mondays, Wednesdays, and Fridays only.
- **Service 374** serves Grays, Socketts Heath via Hathaway Road, Chadwell St Mary, West Tilbury, Coalhouse Fort, East Tilbury, Linford, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminates at Basildon bus station. These buses run Monday to Friday, departing approximately every 90 minutes, and every three hours on Saturdays.

## 2. About the Consultation

### 2.1 Purpose

The aims of the consultation are to determine public and stakeholder opinion, including members and representatives of protected characteristic groups, on the current provision of these three supported services. This information will give the council an opportunity to review these services and see if they remain fit for purpose in meeting the needs of the community and retain value for money.

This document presents the feedback and provides a summary analysis of the consultation responses. It outlines the next steps the council is proposing in response to the outcome of the consultation.

### 2.2 Consultation Process

The consultation was open for a period of 12 weeks between 15<sup>th</sup> July and 9<sup>th</sup> October 2022, inviting residents and other stakeholders to provide their views on the current provision of bus services 11, 265 and 374.

## 2.3 Consultation approach

To raise awareness of the consultation and encourage participation, the consultation offered a number of ways in which residents, communities and other stakeholders could engage:

- An online portal on the council's website offered a survey form and an interactive map where routes could be viewed at a street level and comments added.
- Consultation material and hard copies of surveys were distributed and collected from locations across the borough, including community hubs, local shops and libraries, with a focus in areas directly served by the affected services. Hard copies of surveys could also be returned via our Freepost address. A list of venues can be found in Appendix A.
- The council held community engagement events which were scheduled across the borough in Summer 2022 as part of the Your Place, Your Voice programme. During these events, attendees were able to speak with council representatives about the bus review and complete surveys and/or provide comments to representatives.
- Affected ward councillors and community forum members were notified and asked to engage on behalf of the service within their communities and support participation.
- Consultation material was provided to Local Area Co-ordinators, who then disseminated this information throughout their local community.
- Publicity posters were displayed at bus stops directly served by routes 11, 265 and 374 and on buses operating these tendered routes. Consultation forms were made available for passengers to collect on buses that provided the services under review.
- Visual displays - a digital copy of the consultation poster was on display through the real time "totem" units and shelter displays along the routes of the tendered services.

The consultation was published on the Thurrock Council website consultation webpage 'Have My Say' and can be viewed and downloaded at: <https://consult.thurrock.gov.uk/bus-consultation-2022>

## 3. Summary of Consultation responses

Respondents were able to self-select questions and provide answers and/or comments to more than one of the specified bus services. The number of consultees providing a response to each question is shown in the summary of each survey question.

Whilst the consultation was open to all residents and stakeholders within Thurrock the majority of those responding to the consultation (95%) were users of the bus service, with 85% identifying specifically as users of bus services 11, 265 and 374.

Responses from each survey question have been condensed into brief summaries, but the full public and stakeholder responses have been used to inform the analysis. The full list of responses can be found in appendix A at the end of the document.

### 3.1 Response rate

There were 356 responses to the consultation:

- There were 1,500 visitors to the Council's bus consultation web page of which 179 people went on and completed the on-line survey.

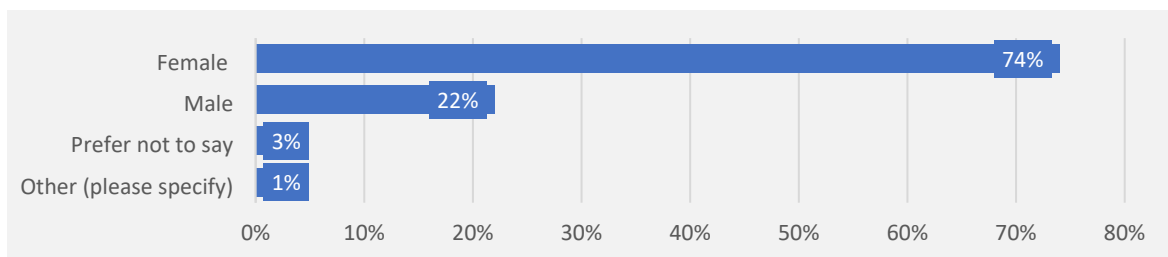
- A further 177 responses were received by the council in the form of hard copies of the survey, or responses that had been recorded by representatives on behalf of the council.

### 3.2 Demographic Profile

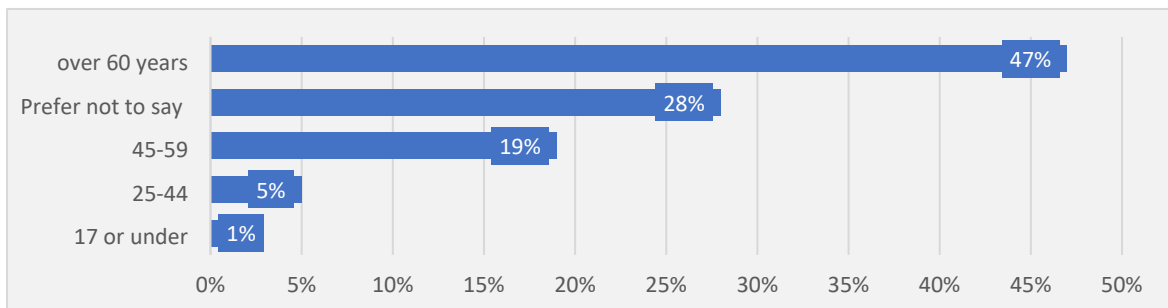
The tables below show the demographic profile of all consultees who responded.

- The majority of consultees who responded to the consultation were female (74.8%)
- Response spans a mix of ages, but the highest proportion were those aged 60+ (47%)
- There were 69 respondents (19%) who identified as having a disability.

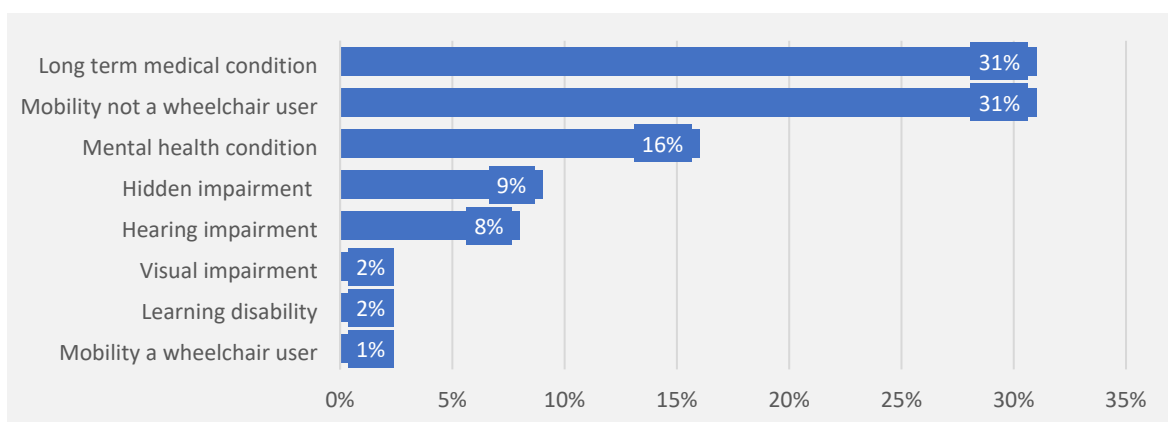
**Table 1: Please specify your gender** (207 responses)



**Table 2: Please specify your age bracket** (208 responses)

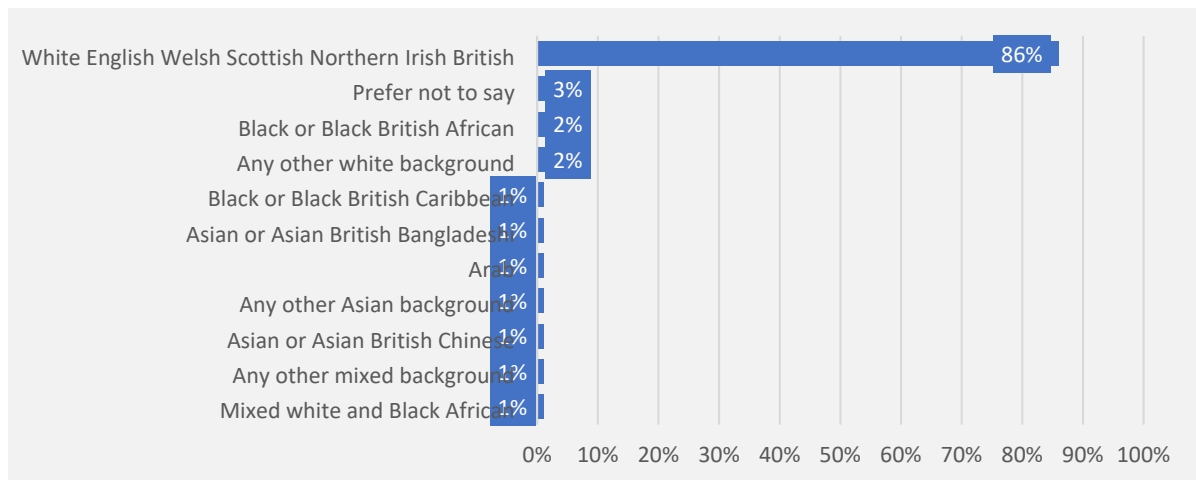


**Table 3: If you are disabled, how would you describe your disability?** (69 responses)



**Table 4: What is your ethnic group? (147 responses)**

Note: this question was not answered by 41% of respondents



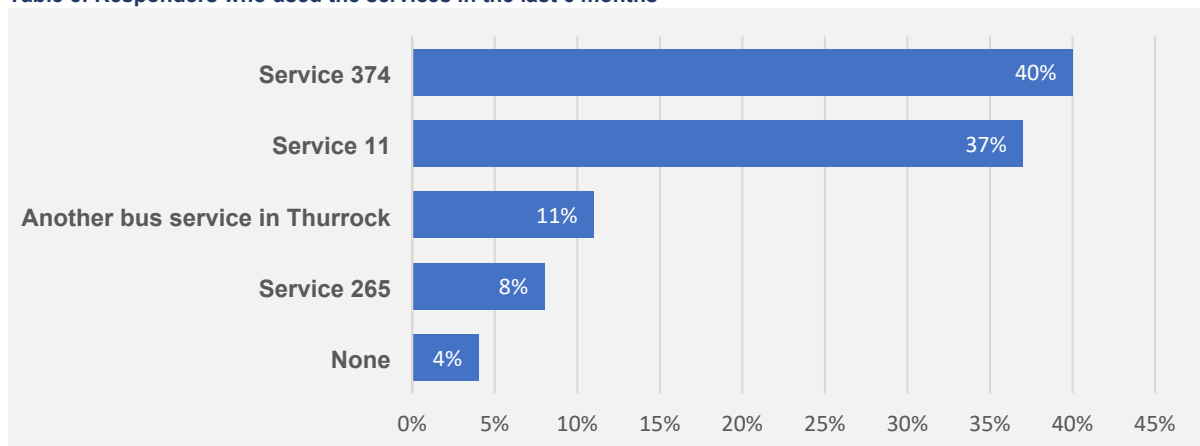
### 3.3 Summary of responses to survey questions

The consultation set out eleven specific questions, this section summarises the response to each question.

#### Question 1: Which of the following bus services have you used in the last 6 months?

In total 362 responses were recorded to this question.

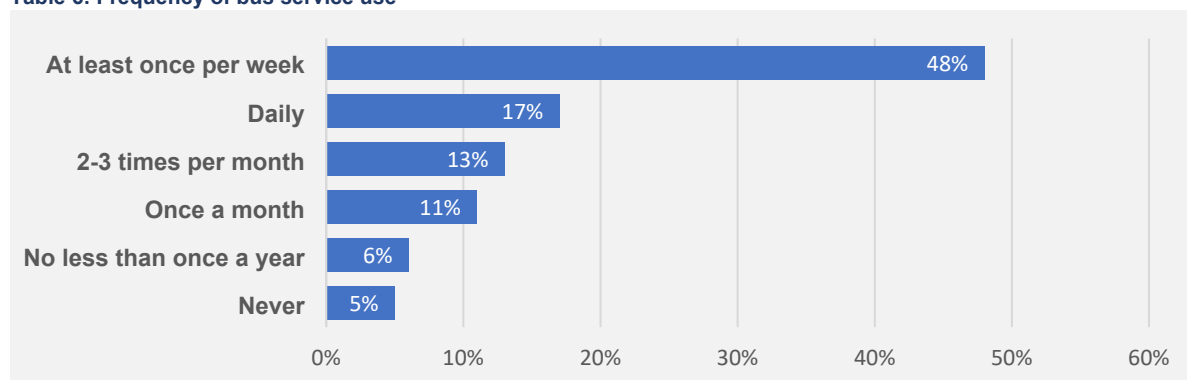
**Table 5: Responders who used the services in the last 6 months**



#### Question 2: Consultees were asked how frequently they used the bus service.

In total 371 responses were recorded to this question.

**Table 6: Frequency of bus service use**

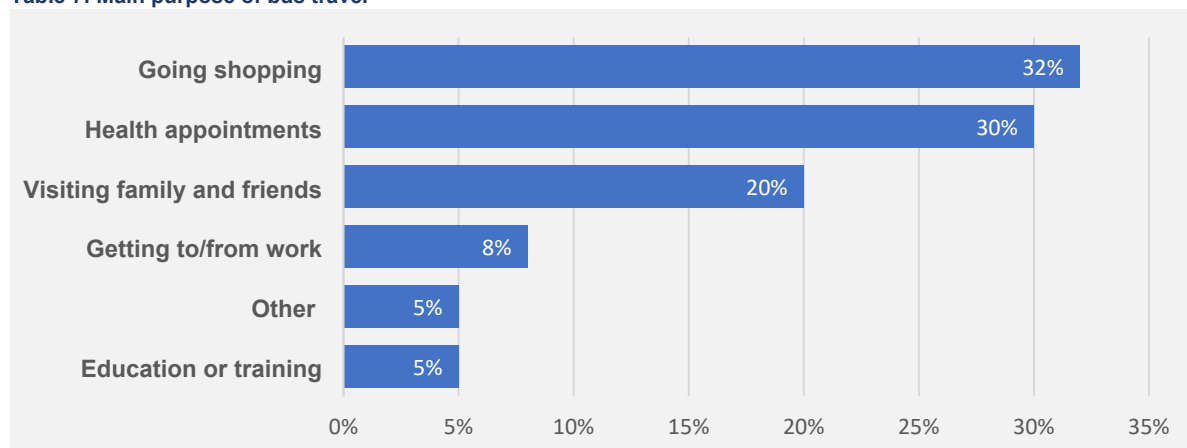


### **Question 3: What are the main purposes for your bus travel?**

In total 361 responders were recorded to this question, providing 752 responses (48% identified more than one purpose).

- The services were used primarily to carry out essential activities such as going to the shops, attending healthcare appointments or to access work or education.

**Table 7: Main purpose of bus travel**

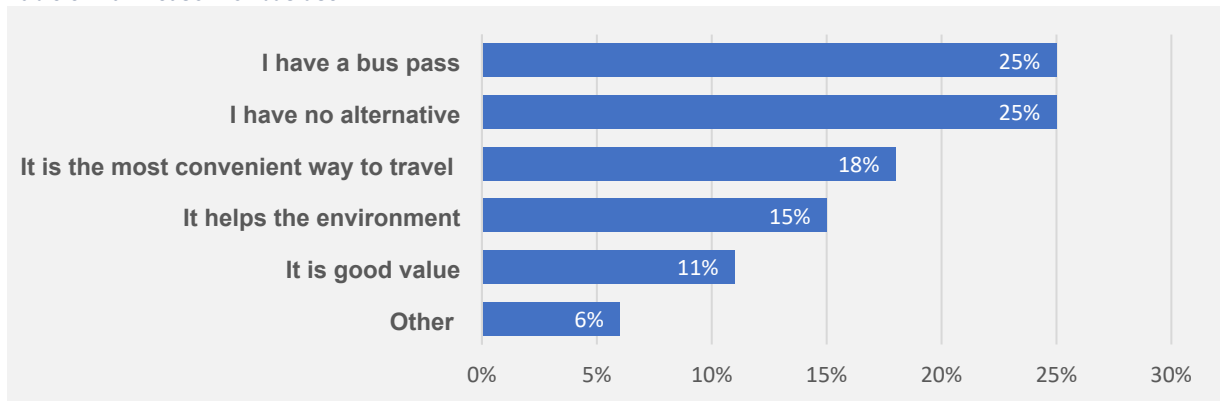


### **Question 4: What are your main reasons for travelling by bus?**

In total 361 responses were recorded to this question.

- Consultees used the services for multiple reasons, 25% of respondents had no other transport alternative and were reliant on the services.
- Respondents appear to be making good use of bus passes (25% use the service because they have a bus pass).

**Table 8: Main reason for bus use:**

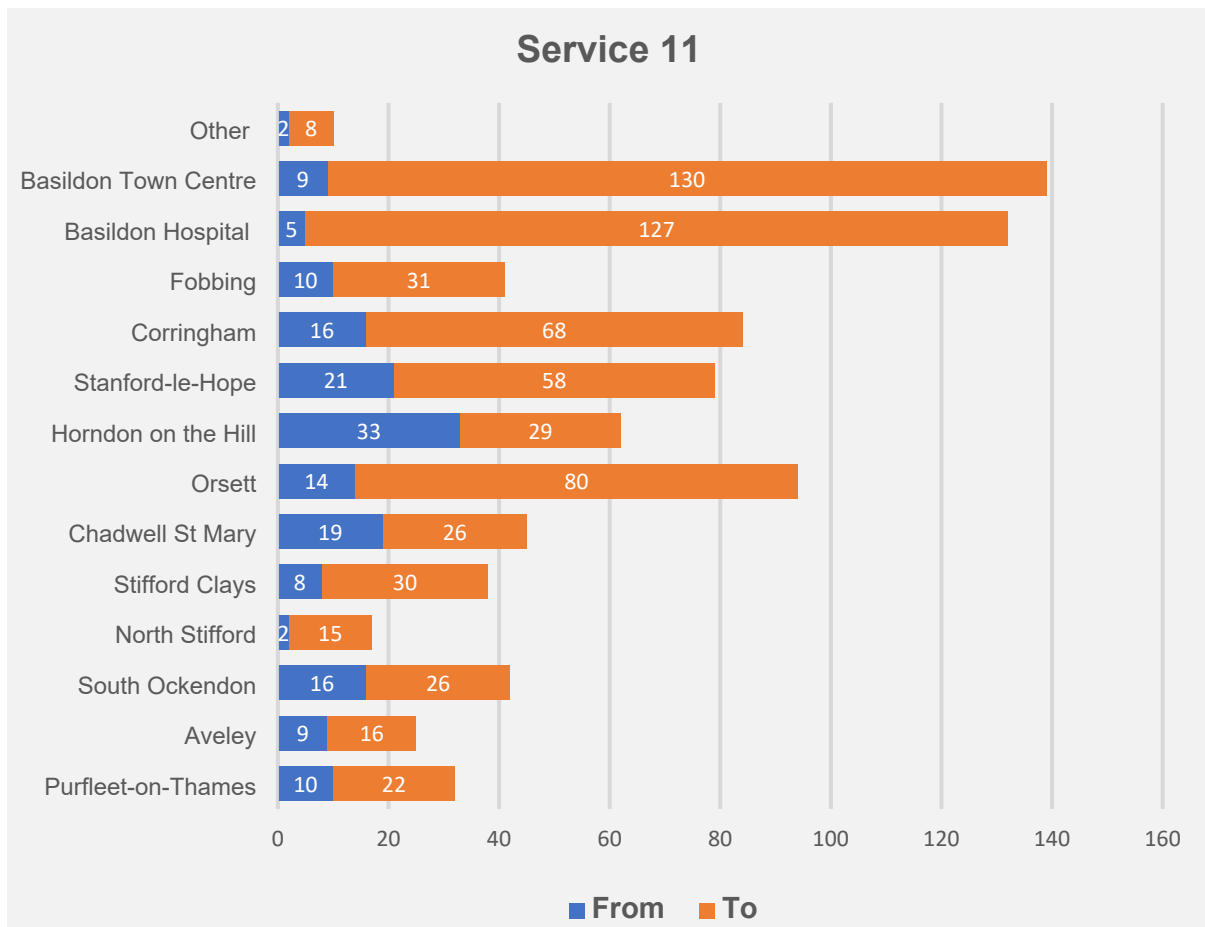


**Question 5:**

**Where do you travel to and from on Service 11**

In total 214 responses were recorded to this question.

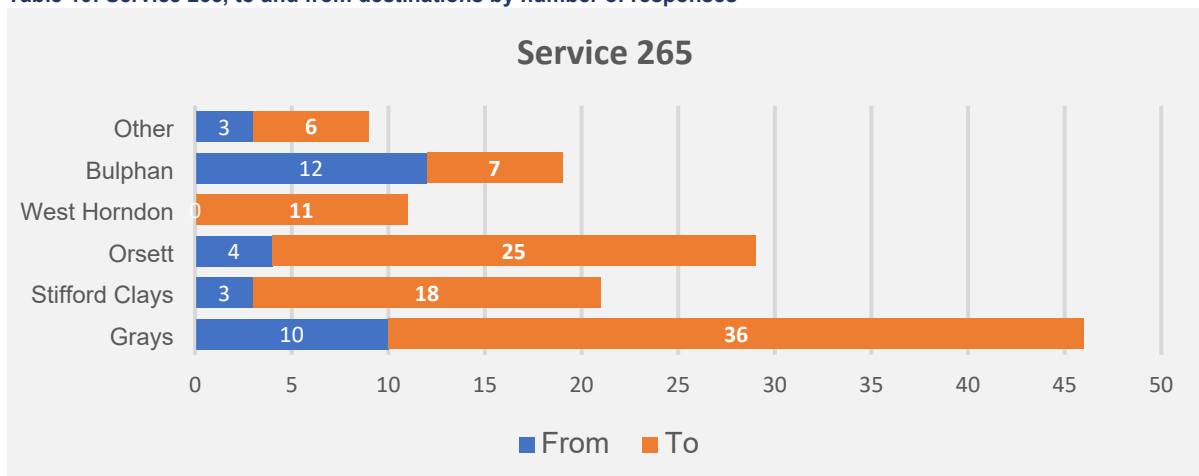
**Table 9: Service 11, Travel to and from destinations % of all journeys by number or responses**



### Where do you travel to and from on service 265?

In total 51 responses were recorded to this question.

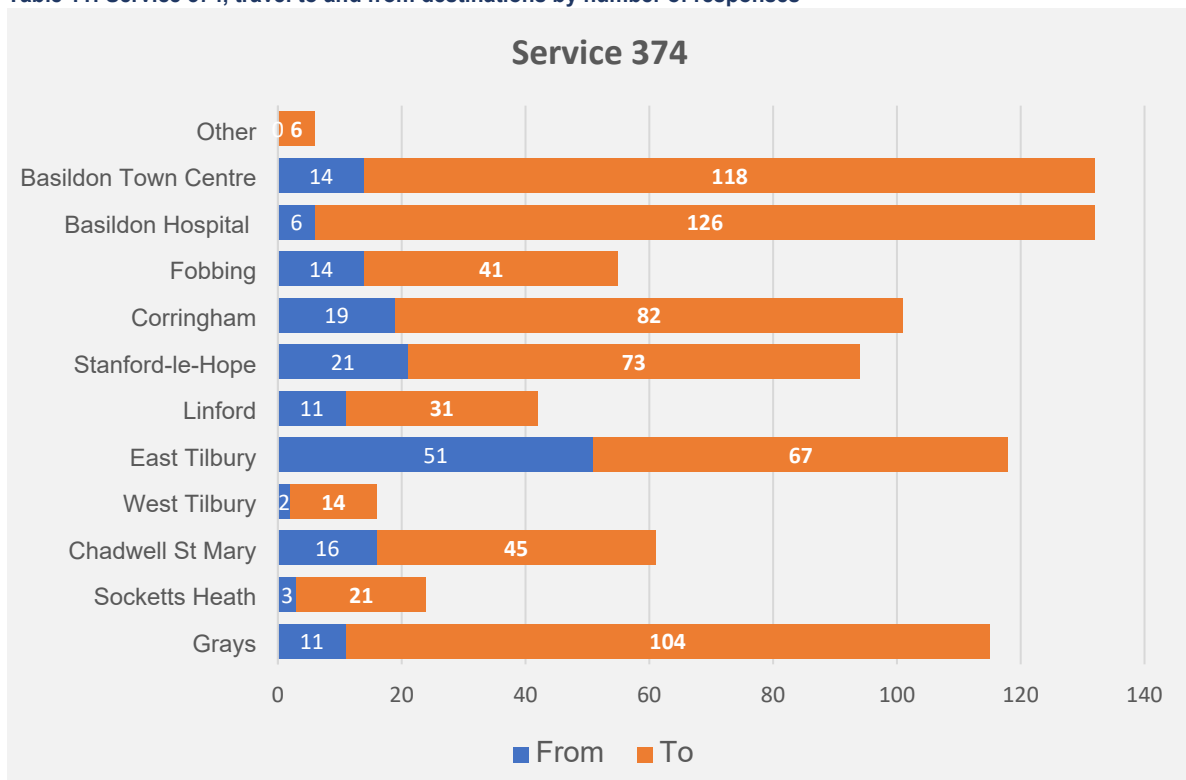
**Table 10: Service 265, to and from destinations by number of responses**



### Where do you travel to and from on the 374 service?

In total 215 responses were recorded to this question.

**Table 11: Service 374, travel to and from destinations by number of responses**



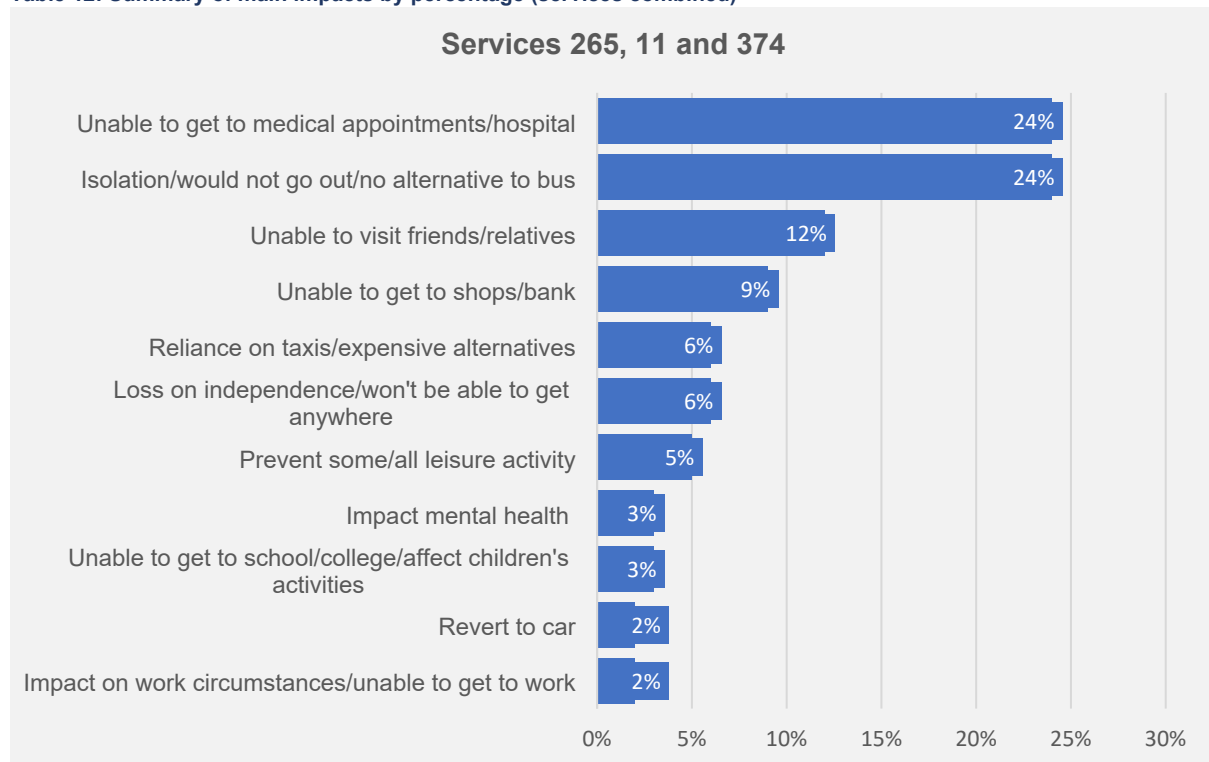
**Question 6:**

**If services 11, 265 or 374 did not operate, what would be the impact on you or others you may know?**

- Consultation responses indicated that any reduction to these services would have an overwhelming negative impact on the communities they serve. Consistent with usage patterns, one of the main impacts on respondents is not being able to access hospital/medical appointments.
- Almost a quarter of respondents (24%) had no alternative transport mode, and although some identified taxis as an alternative method, many indicated they would struggle financially to afford a taxi service.
- A significant number of responses raised concerns about the adverse impact of service reductions on specific demographic groups such as the elderly or disabled.
- As well as improving access to a range of necessities such as healthcare and shops, the results highlighted the role access to the services played in tackling social exclusion - by providing greater freedom and independence.

For the purposes of reporting, respondent comments have been categorised into main themes. Please note service user comments often covered more than one theme.

**Table 12: Summary of main impacts by percentage (services combined)**



Example comments which represent consistent themes for each service can be found below:

**Services 374**

In total 213 comments were submitted to this question.

*“I am completing this on behalf of my parents. This is the main way they can travel to the hospital and Basildon town centre. due to walking problems, they cannot reach the bus stop for the 100 buses. Should this service be stopped, they would have no affordable way of getting to hospital appointments or shopping”*



*"I am 88 and do not drive. I do not have the money to pay for taxis to visit my wife who is in a care home in Chadwell St Mary. If you take away the 374 route, I will not be easily able to visit her, go shopping to Stanford, go to Basildon Hospital or Corringham. It would severely impact on my life"*

*"It would be devastating. We would be unable to travel when we want to"*

*"My son would not be able to get to Palmer's college. I would not be able to get to blood tests and shopping and seeing my Great Aunt"*

#### **Service 11:**

In total 207 comments were submitted to this question

*"I would be unable to get to work, pupils won't be able to attend William Edwards and people would not be able to attend Orsett or Basildon"*

*"There are a lot of regular users on the bus that I see daily. They are elderly and would be housebound without this service. Many have hospital appointments or are going to Basildon hospital. The cost of a taxi would not be a viable option"*

*"Some people would not be able to make it to their doctors' appointments and various other appointments. As well as this, I wouldn't be able to travel safely as I do not drive"*

*"My service user with disabilities would be completely isolated"*

#### **Service 265**

In total 60 comments were submitted to the question

*"If I could not go out, I would be depressed, I wouldn't see my local family as they don't drive, we (on the bus) are like a little family and some have no family of their own, the bus is a lifeline".*

*"A dozen or more residents of Bulphan who do not drive would not be able to get to Grays to carry out transactions with the council, banks etc or to do shopping or visit library"*

*"As with all the local services it is important to provide those who do not have the ability to drive, a convenient and reasonably priced service. Removing services such as these isolates villages and especially the more elderly population"*

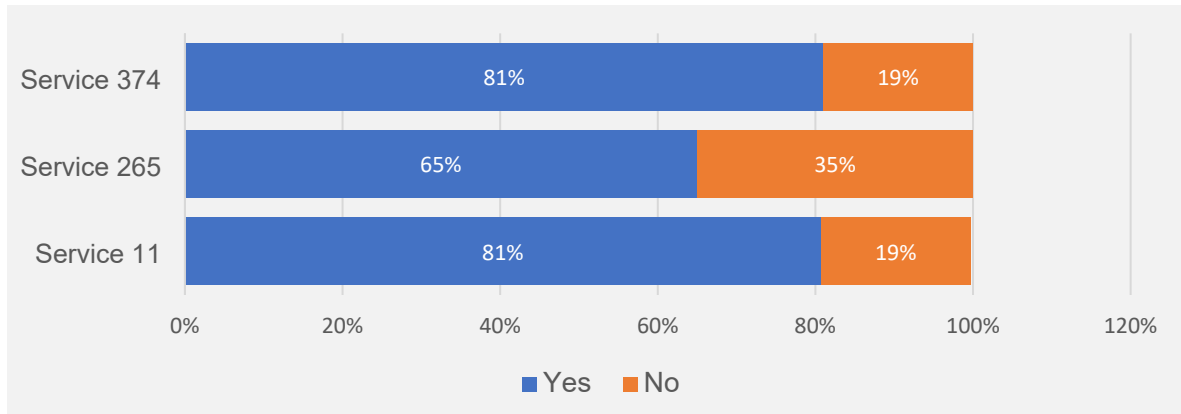
*"If the bus didn't operate, I would feel isolated, and wouldn't be able to get any shopping done"*

#### **Question 7: Do you feel that the services meet your needs as a user?**

The majority of consultees responded positively, with many valuing the bus service as an essential part of their lives. Overall, services were suiting circumstances, respondents that answered 'no' to this question identified the main reasons as services not operating frequently enough or were sometimes unreliable.

In total 218 responses were recorded to this question for service 11, 59 responses were recorded for service 265 and 217 responses were recorded for service 374.

**Table 13: Does the service meet your needs as a user?**

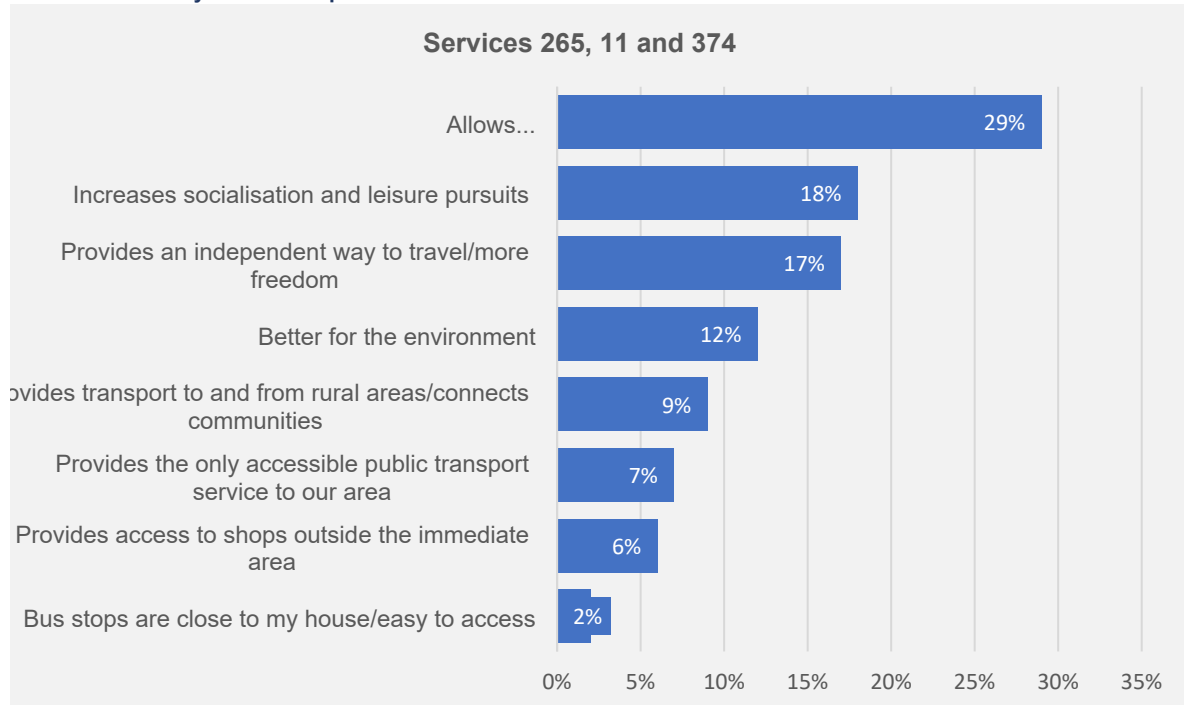


**Question 8:**

**What benefits do these services bring to you and/or your community?**

- Responses were consistent with previous themes; most frequently cited benefits were those associated with the ability to use the services to carry out essential activities
- The bus stops for these services were conveniently located for some of the elderly responders
- Responses highlighted environmental benefits associated with less car use

**Table 14: Summary of most frequent answers to main benefits of the services:**



Example comments representing consistent themes are listed below:

Service 374:

*“East Tilbury do not have safe cycle paths connecting them to other areas, Stanford le hope or Chadwell. The community is reliant on public transport to safely navigate around as a non-driver. It would be non-sensical to remove this service for the residents ET community”*

*“The chance of getting away from the standard routes to Grays/Lakeside/Basildon. A beautiful, leisurely route that everyone enjoys from all walks of life, not just disabled people”*

**Service 11:**

*“The service benefits a disabled person who has no way of getting to these appointments if the service is cut”*

*“The route has the potential to link sizeable communities in places like Aveley and Ockendon with three of the proposed integrated medical centres (Purfleet, Thurrock Community Hospital and Corringham) and with Basildon Hospital. Scrapping the route would confirm the complete lack of consideration that is being given to public transport users in planning medical services in Thurrock”*

*“There are only a couple of buses that cover the ride of the 11, public transport is meant to help the environment and to make a contribution to help global warming”*

**Service 265:**

*It is the only means of transport for some of our young and elder community. For me, its a welcome alternative to driving.*

*Independence given our advancing years.*

*As this is my only way of getting about, this service is very beneficial to my wellbeing as it enables me to get out and about to meet with people which is so important as you get older*

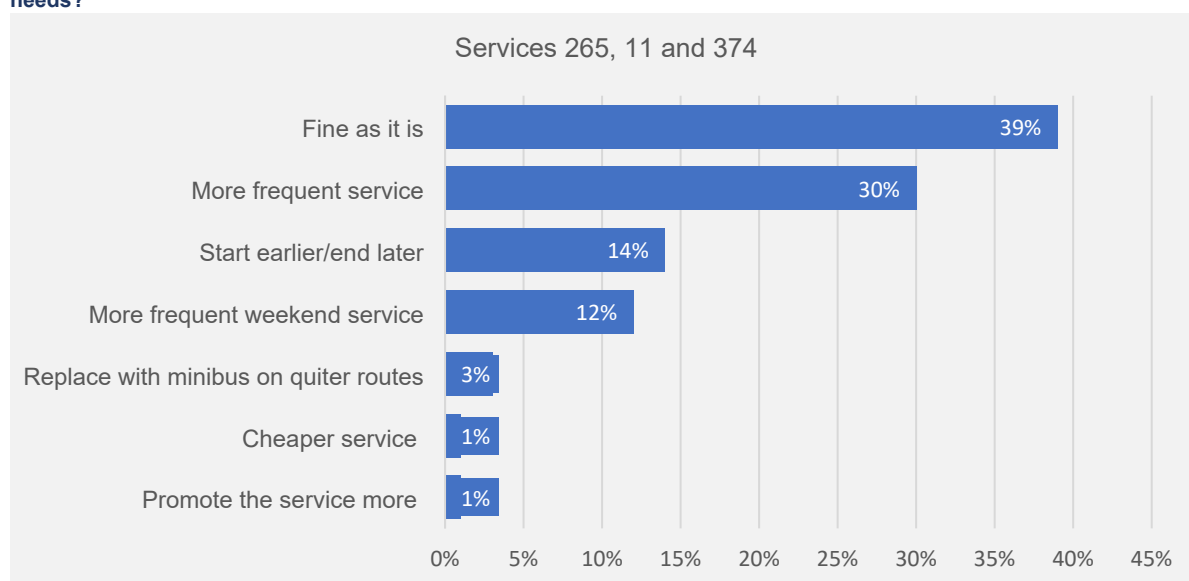
**Question 9:**

**Please tell us how these service(s) can be changed to better meet the needs of the community?**

In total 424 responses were recorded for this question

- Almost 70% of respondents were happy with the existing service or would like the services to be operated on a more frequent basis.
- Some responders suggested the use of a smaller bus or minibus on some of the more rural or less frequent routes.

**Table 15: Summary of most frequent responses to Q How would you change the service to better meet community needs?**



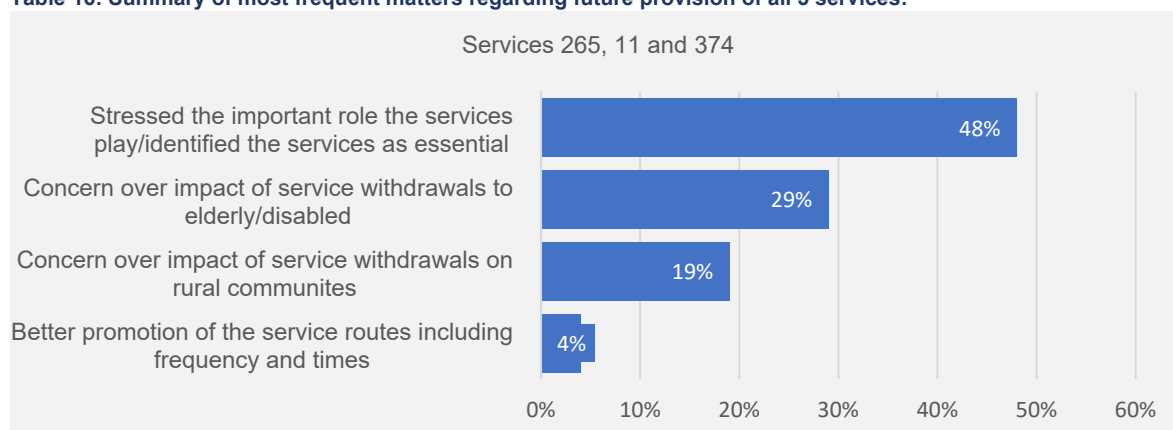
**Question 10:**

**Is there any other matter you would like to raise regarding the future provision of the three supported bus services?**

In total 219 responses were received to this question.

- The overwhelming majority of responses expressed concern over the potential loss of the services, particularly for elderly and disabled users.
- Improvement and promotion of the routes would increase uptake of the services – make them better rather than take them away.

**Table 16: Summary of most frequent matters regarding future provision of all 3 services:**



Example comments representing consistent themes are listed below:

*“I have had a lot of sadness through bereavement during the last few years and the service has allowed me to get out and meet my friend, which has helped my mental health”*

*“They are reliable, the drivers are very professional, kind and student use the bus very often. Bus 374 is the best thing that has happened to us in East Tilbury community. Thank you”*

*“Horndon-on-the-Hill is not well served by busses. With a high number of elderly people in the village and people now not affording to run cars, we need a regular bus service”*

*“For me and my children, BUS 11 serves a vital service every day. As my children attend Purfleet Primary and Harris Academy and we live in Aveley, this is the only bus that serves that route to school. The schools are too far to be able to walk daily and therefore this bus service is essential. Please allow Bus 11 to continue service as without it we won’t know what to do. Thank you”*

**Question 11:**

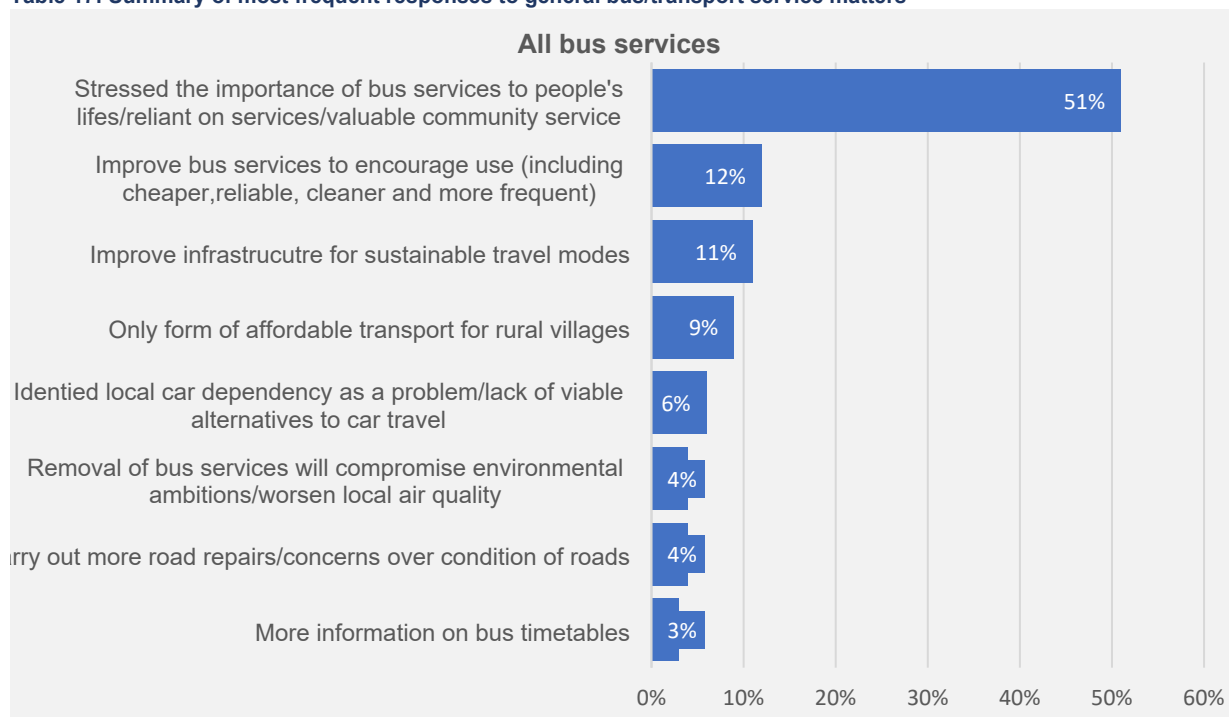
**Is there any other matter you would like to comment on regarding bus or transport services in Thurrock?**

In total 221 responses were recorded to this question.

Respondents were provided with an opportunity to submit any additional comments or concerns about bus services generally in Thurrock.

- Consistent with similar themes, responses highlighted the important role buses play, expressing a variety of concerns and/or detrimental impacts to local communities if services were withdrawn
- Recognition of the environmental benefits associated with public transport use
- Improvements to infrastructure that support sustainable travel modes and/or road conditions would encourage more people to switch and/or improve journeys.

**Table 17: Summary of most frequent responses to general bus/transport service matters**



## 4. Overall Findings

- The majority of respondents provided one or more comments to all of the consultation questions with the exception of questions relating to personal demographics, which some respondents chose not to answer (it may have been because these were at the very end of the survey).
- The results show a largely consistent view of the 3 bus services in Thurrock, with an overwhelming majority valuing the service they provide. Feedback reiterated the desire to either maintain current service provision or enhance it.
- The buses provide a vital service to residents of all age groups, some of whom have no other means of transportation, although one group particularly dependent are the elderly - and for some they have been cited as an absolute lifeline.
- For the majority of respondents, the services played an important role in supporting the everyday journeys that make up their lives and improved access to a range of basic necessities such as healthcare and shops.
- In addition to supporting necessary journeys, the results demonstrate the services are potentially a cost-effective contributor to social inclusion, environmental sustainability, and public health. It was clear access to these transport services were providing significant 'spill-over' benefits in tackling social exclusion, providing greater freedom and independence, and maintaining wellbeing.
- Results emphasised service user concerns for specific population groups, particularly the impact any changes may have on the lives of elderly users.
- Concessionary travel on all 3 routes for older and disabled people is both popular and successful.
- Respondents acknowledge the role buses play as part of a sustainable transport system, reducing congestion and pollution associated with car use. Any reduction in services may encourage more residents to use their cars, impacting air quality and making it more difficult to achieve the boroughs air quality improvement aims.
- Suggestions for future service provision/changes put forward were varied, although the most common responses related to encouraging more use of the services and the need to match bus capacity to passenger demand, whilst retaining connections to key locations. The use of minibuses was suggested on less frequently used routes.

## 5 Next Steps

We will use the information provided by the consultation to inform the next stages of the review. Further information and assessment are currently being sought to aid the process and over the coming months we will continue to appraise the services. Some of this information will include:

**Data of routes:** 12 months of passenger data will be collated to establish the actual level of demand for the services.

**Equalities Impact Assessment:** As part of the review process an Equalities Impact Assessment has been completed to understand how changes to bus services may adversely affect specific demographic groups – the elderly, those with protected characteristics, children and young people, low-income households and other groups who may be disproportionately affected by any changes.



## 6. Appendices

### Appendix A: Survey distribution and collection locations

Location
Aveley Hub
East Tilbury Hub
Belhus Hub
Tilbury Hub
East Tilbury Library
Stanford-le-Hope Library
Horndon on the Hill Post Office/Village Store
East Tilbury Post Office
East Tilbury Village Hall
North Stifford Village Store
Stifford Clays Headon Community Hall
Bulphan Village Hall
Bulphan Stores
Orsett Hospital Reception
Orsett Village Store
Forum members of Horndon on the Hill and Fobbing (for wider community distribution)
Bus services 11, 265 and 374

### Appendix B: Consultation responses

Due to the large volume of consultation responses, these are published on the consultation webpage - <https://consult.thurrock.gov.uk/bus-consultation-2022>

## Appendix C: Consultation materials

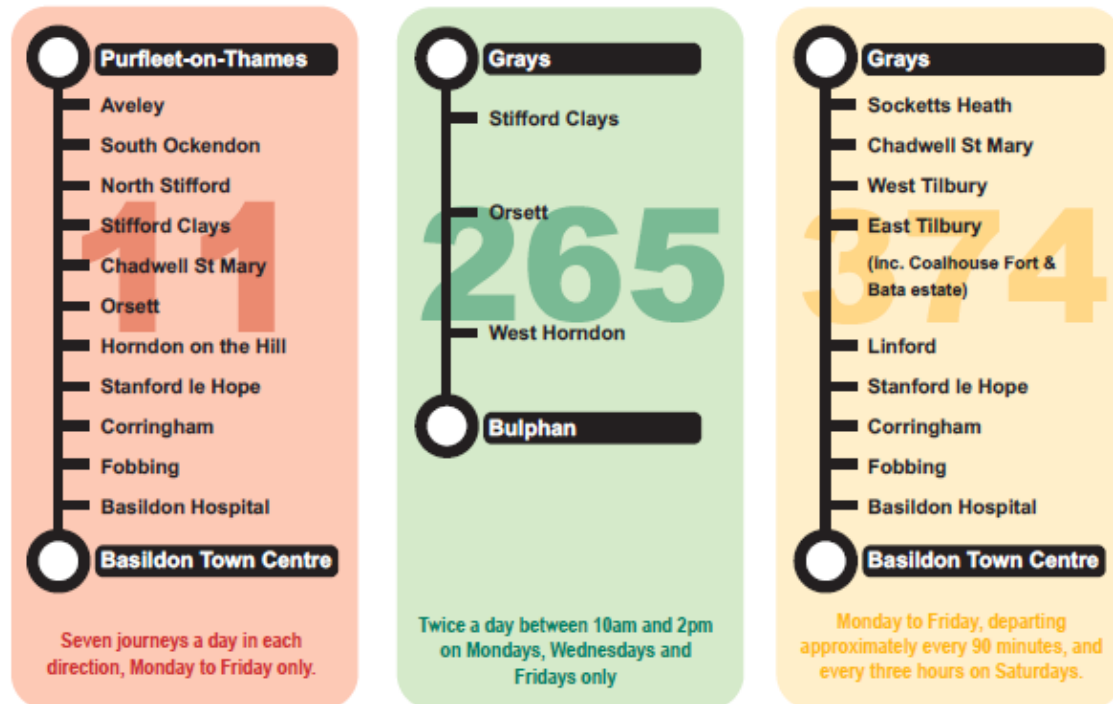
Copy of the paper consultation form

### Thurrock Supported bus services consultation



Thurrock Council financially supports three bus services within the borough. These services, support nearly every community in Thurrock, including some of the more rural areas which are not supported by commercially viable bus routes.

They offer the following:



The council is seeking the views of all stakeholders regarding the provision of these three supported services, to learn more about their importance to the community, and to understand how they are used. This information will then give the council an opportunity to review these services and see if they remain fit for purpose to the needs of the community and retain value for money. As an outcome, this may result in a change to the way in which services supported by the council are provided, with service withdrawals a possibility.

This consultation will run for **12 weeks and closes on 9 October 2022**. The council intends to review and finalise any actions by no later than the end of 2022.

### Returning your questionnaire

Completed forms can be dropped off at **any public library in Thurrock, Thurrock Community Hubs, or at the Civic Offices, New Road, Grays, RM17 6SL**. Alternatively, completed questionnaires can be returned by Freepost to the following address : **FREEPOST - Council PTPP**

Questionnaires can also be completed on our website at : [www.thurrock.gov.uk/say](http://www.thurrock.gov.uk/say)

# Consultation questions

1. Which of the following bus services have you used in the last 6 months? (please select as **many** as you wish)

11  265  374  Another bus service in Thurrock, not listed above

2. How often do you use the bus? (please select **one** only)

Daily  More than once a week  Weekly  Once a month   
 Several times a month  2-3 times per month  No less than once a year  Never

3. What are the main purposes for your bus travel? (please select as **many** as you wish)

Getting to/from work  Going shopping  Health appointments   
 Visiting family and friends  Education or training  Other (please specify below) :

4. What are your main reasons for travelling by bus? (please select as **many** as you wish)

It is the most convenient way to travel  I have no alternative   
 It is good value  It helps the environment  I have a bus pass   
 Other (please specify)

5. Where do you regularly travel to/from or have travelled to/from on these services? (please select as **many** as you wish)

11	To	From	265	To	From	374	To	From
Purfleet	<input type="checkbox"/>	<input type="checkbox"/>	Grays	<input type="checkbox"/>	<input type="checkbox"/>	Grays	<input type="checkbox"/>	<input type="checkbox"/>
Aveley	<input type="checkbox"/>	<input type="checkbox"/>	Stifford Clays	<input type="checkbox"/>	<input type="checkbox"/>	Socketts Heath	<input type="checkbox"/>	<input type="checkbox"/>
South Ockendon	<input type="checkbox"/>	<input type="checkbox"/>	Orsett	<input type="checkbox"/>	<input type="checkbox"/>	Chadwell St Mary	<input type="checkbox"/>	<input type="checkbox"/>
North Stifford	<input type="checkbox"/>	<input type="checkbox"/>	West Homdon	<input type="checkbox"/>	<input type="checkbox"/>	West Tilbury	<input type="checkbox"/>	<input type="checkbox"/>
Stifford Clays	<input type="checkbox"/>	<input type="checkbox"/>	Bulphan	<input type="checkbox"/>	<input type="checkbox"/>	East Tilbury (Coalhouse Fort)	<input type="checkbox"/>	<input type="checkbox"/>
Chadwell St Mary	<input type="checkbox"/>	<input type="checkbox"/>	Other *	<input type="checkbox"/>	<input type="checkbox"/>	East Tilbury (Bata Estate)	<input type="checkbox"/>	<input type="checkbox"/>
Orsett	<input type="checkbox"/>	<input type="checkbox"/>				Linford	<input type="checkbox"/>	<input type="checkbox"/>
Homdon on the Hill	<input type="checkbox"/>	<input type="checkbox"/>				Stanford le Hope	<input type="checkbox"/>	<input type="checkbox"/>
Stanford le Hope	<input type="checkbox"/>	<input type="checkbox"/>				Corringham	<input type="checkbox"/>	<input type="checkbox"/>
Corringham	<input type="checkbox"/>	<input type="checkbox"/>				Fobbing	<input type="checkbox"/>	<input type="checkbox"/>
Fobbing	<input type="checkbox"/>	<input type="checkbox"/>				Basildon Hospital	<input type="checkbox"/>	<input type="checkbox"/>
Basildon Hospital	<input type="checkbox"/>	<input type="checkbox"/>				Basildon Town Centre	<input type="checkbox"/>	<input type="checkbox"/>
Basildon Town Centre	<input type="checkbox"/>	<input type="checkbox"/>				Other *	<input type="checkbox"/>	<input type="checkbox"/>
Other *	<input type="checkbox"/>	<input type="checkbox"/>						

\* If "Other" is selected, please specify :



6. If services 11, 265 or 374 did not operate, what would be the impact on you or others you may know?

7. Do you feel that services 11, 265 or 374 meet your needs as a bus user ?  
(please select **one** only)

Yes  No  If "no" please specify why not in the box (below) :

8. What benefits do these services bring to you and/or your community?

9. Please could you tell us how these service(s) can be changed to better meet the needs of the community ?

10. Is there any other matter you would like to raise regarding the future provision of the three supported bus services?

11. Is there any other matter you would like to comment on regarding bus services in Thurrock?

### Thank you for participating in this consultation.

We expect to announce the outcomes from this consultation prior to the end of this year (2022), along with the next steps.

Should you have any issue or wish to get in contact with the council regarding other issues related to buses, please email the team at [passengertransport@thurrock.gov.uk](mailto:passengertransport@thurrock.gov.uk).

Please state your **ethnicity** as you best describe it, in the box below :

Do you consider yourself as having a **disability** ?

Yes  No

Please specify your **gender**

Female  Male  Transgender

Prefer not to say  Other

Please specify your **age** bracket

17 or under  18-24  25-44

45-59  Over 60 years  Prefer not to say

#### Your details

Post Code :  Email Address :

Residential address (Optional) :

Please tick this box if you would like to be contacted on the outcome of this consultation or any other Thurrock bus matters.

Data protection and fair processing statement

We will use your information to provide the service requested. We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, or required by law, or to prevent or detect fraud. To find out more, go to [thurrock.gov.uk/privacy](http://thurrock.gov.uk/privacy). Get free internet access at libraries and community hubs.

The following email shows the promotion of the consultation to all Thurrock councillors.

### Supported Bus Services Consultation



To Members (All)

Cc PassengerTransport@thurrock.gov.uk; [redacted]; [redacted]

Reply Reply All Forward

Mon 18/07/2022 23:22

Thurrock Council is undertaking a consultation with residents and key stakeholders regarding bus services which are financially supported by Thurrock Council – routes 11, 265, and 374. These services support nearly every community and ward in the borough. The council is seeking the views of all stakeholders regarding the provision of these three supported services, to learn more about their importance to the community, and to understand how they are used. This information will then give the council an opportunity to review these services and see if they remain fit for purpose to the needs of the community and retain value for money. As an outcome, this may result in a change to the way in which services supported by the council are provided, with service withdrawals a possibility.

The services which are being consulted on are as follows:

- Service 11 serves Purfleet-on-Thames, Aveley, South Ockendon, North Stifford, Thurrock Hospital, Grays (Blackshots), Chadwell St Mary, Orsett, Horndon-on-the-Hill, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminates at Basildon bus station. There are seven journeys a day in each direction, Monday to Friday only.
- The 265 operates twice a day between 10am and 2pm on Mondays, Wednesdays and Fridays only, connecting Grays, Socketts Heath, Orsett, Bulphan and West Horndon.
- The 374 serves Grays, Socketts Heath via Hathaway Road, Chadwell St Mary, West Tilbury, Coalhouse Fort, East Tilbury, Linford, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminates at Basildon bus station. These buses run Monday to Friday, departing approximately every 90 minutes, and every three hours on Saturdays.

With the exception of TfL services, and one service funded by Essex County Council, all other bus services are commercial operations and do not fall within this consultation.

This consultation is scheduled to close on 9 October 2022 and will have run for 12 weeks. To enable the necessary participation by all members of the community, officers are looking at how we can make this as accessible as possible. On Friday 15 July, the online consultation portal went live, and is the preferred method for encouraging participation by residents and stakeholders. The link to the portal is: <https://consult.thurrock.gov.uk/bus-consultation-2022>. This page includes a survey and an interactive map. Additionally, we are making hard copy's of the survey available from key locations across the borough, which can either be handed in at local libraries, or we are finalising a freepost license to enable these to be posted back to the council. Passengers on these three services will also be able to request a hard-copy of the survey from the bus driver. We will also be promoting the consultation via posters in bus stops and key locations. We will also be reaching out to all respective Community Forums which represent communities that are served by these three routes, and work with them to help promote the consultation and to distribute surveys.

Should members require copies of the survey, please do let me know how many, and where to send these to, and we can provide them. Also if there are any questions, please do not hesitate to contact me.

Kind regards

[redacted]

## Appendix D: Submission sources

The following data is taken from the Consultation web portal, showing how users accessed the portal and to better understand its reach.

Traffic Channel	Source	Aware Visits	Informed Visits	Engaged Visits
Direct	-	495	227	143
Referrals	android-app	8	5	3
Referrals	apps.talktalk.co.uk	1	0	0
Referrals	email.bt.com	1	1	0
Referrals	Inks.gd	61	29	6
Referrals	purfleet-on-thames.org	4	0	0
Search Engine	bing	13	7	3
Search Engine	duckduckgo	1	0	0
Search Engine	google	96	49	10
Email	ehq	40	27	8
Email	ehq_newsletter	125	84	25
Email	govdelivery	6	0	0
Email	yahoo	1	0	0
Social	facebook	577	243	23
Social	twitter	14	5	1
.GOV sites	gov	62	32	6

# Work Programme

**Committee:** Planning, Transport, Regeneration Overview and Scrutiny Committee

**Year:** 2022/2023

**Dates of Meetings:** 05 July 2022, 18 October 2022, 06 December 2022 and 28 February 2023

Topic	Lead Officer	Requested by Officer/Member
<b>05 July 2022</b>		
Stanford-le-Hope Interchange Report	Keith Rumsey	Members
Thurrock Supported Bus Services	Mat Kiely & Julie Rogers	Officers
Tilbury Town Fund Programme	Kevin Munnelly & Henry Kennedy-Skipton	Officers
Work Programme	Democratic Services	Standing item
<b>18 October 2022</b>		
A13 Widening Project	Keith Rumsey	Members
Stanford-le-Hope Interchange project	Keith Rumsey	Members
Work Programme	Democratic Services	Standing item
<b>23 November 2022 – Extraordinary</b>		
Grays Regeneration Masterplan to inc: Grays Underpass	Kevin Munnelly & Henry Kennedy-Skipton	Members
Purfleet Regeneration	Kevin Munnelly & Henry Kennedy-Skipton	Members
Supported Bus Services Report	Mat Kiely	Officers



## Work Programme

Work Programme	Democratic Services	Standing item
<b>06 December 2022</b>		
Fees and Charges	Julie Rogers and Sean Clark/Kelly McMillan	Officers
Tilbury Town Fund	Kevin Munnelly & Henry Kennedy-Skipton	Members
Stanford-le-Hope Interchange project	Kevin Munnelly & Henry Kennedy-Skipton	Members
Portfolio Holder Report	Councillor Ben Maney	Chair
Work Programme	Democratic Services	Standing item
<b>28 February 2023</b>		
Local Plan – Consultation Feedback and Next Steps	Leigh Nicholson	Officers
Stanford-le-Hope Interchange project	Kevin Munnelly & Henry Kennedy-Skipton	Members
ITB capital programme	Mat Kiely	Officers
Evidence Baseline and Vision	Mat Kiely	Officers
Work Programme	Democratic Services	Standing item
<b>Briefing Notes</b>		
Transport Strategy update	Mat Kiely	

## Work Programme

Local Plan Update	Leigh Nicholson	
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**Items to be represented at a later date** - A13 East Facing Access update - Mat Kiely & Parking Strategy Update - Mat Kiely

Clerk: Kenna-Victoria Healey

Last updated: November 2022

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