

Appendix C

Thurrock Council

Supported Services Community Equalities Impact Assessment and Community Impacts Report

Bus routes 11, 265 and 374

CEqIA 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details of the impacts of these services on the community, and any potential impacts were these to be reduced or withdrawn.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data analysis of patronage across a twelve month period, and an assessment of the impact on communities if services are withdrawn.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 age¹. 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

¹ 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 data² 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.

² 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

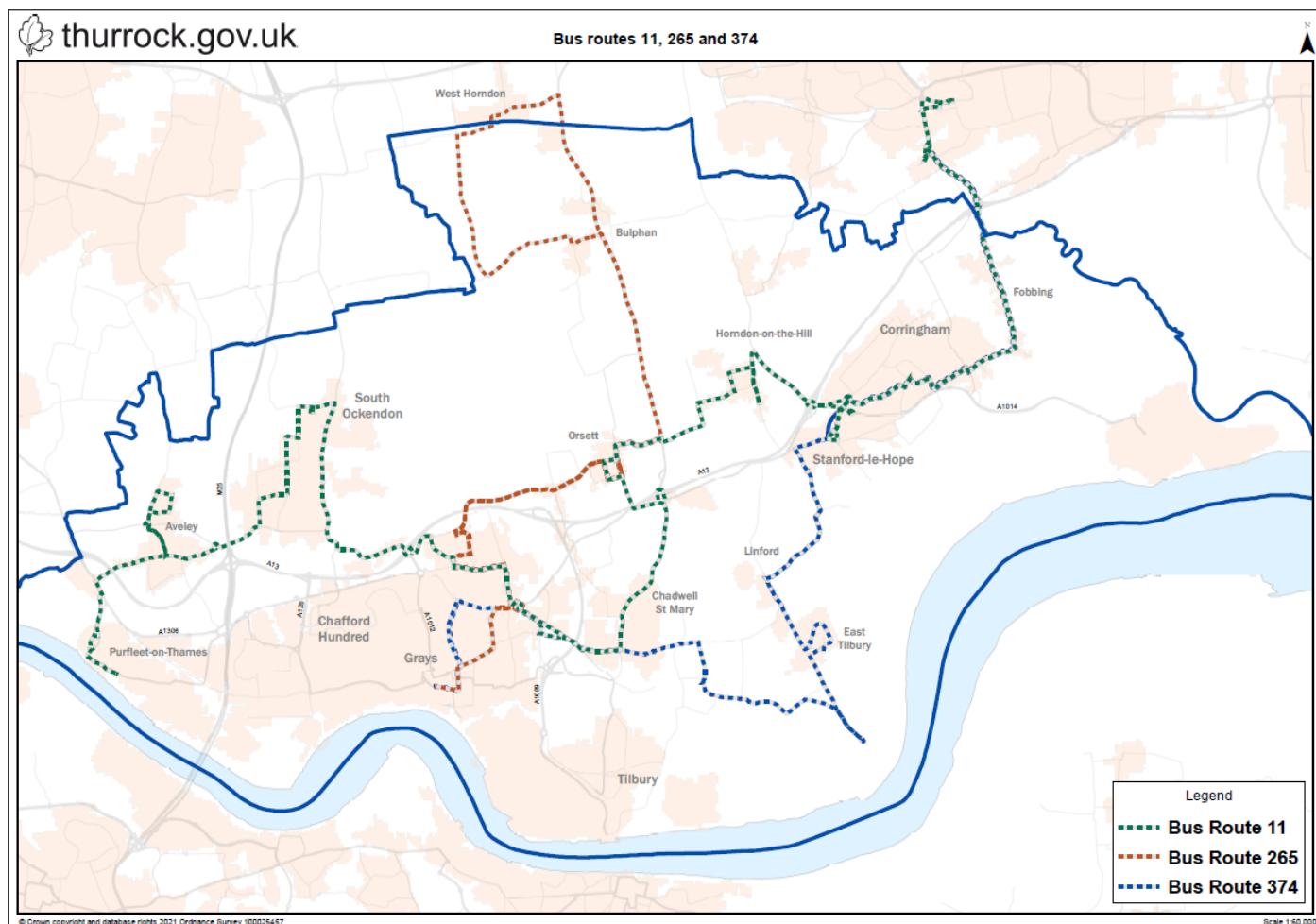
- 2.24. Any reduction or withdrawal of services, particularly in areas where there are limited alternatives, or where accessing alternatives may be too difficult, too far or too expensive, this will then have an impact on the quality of life of service users. One resulting outcome may be that residents 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% |

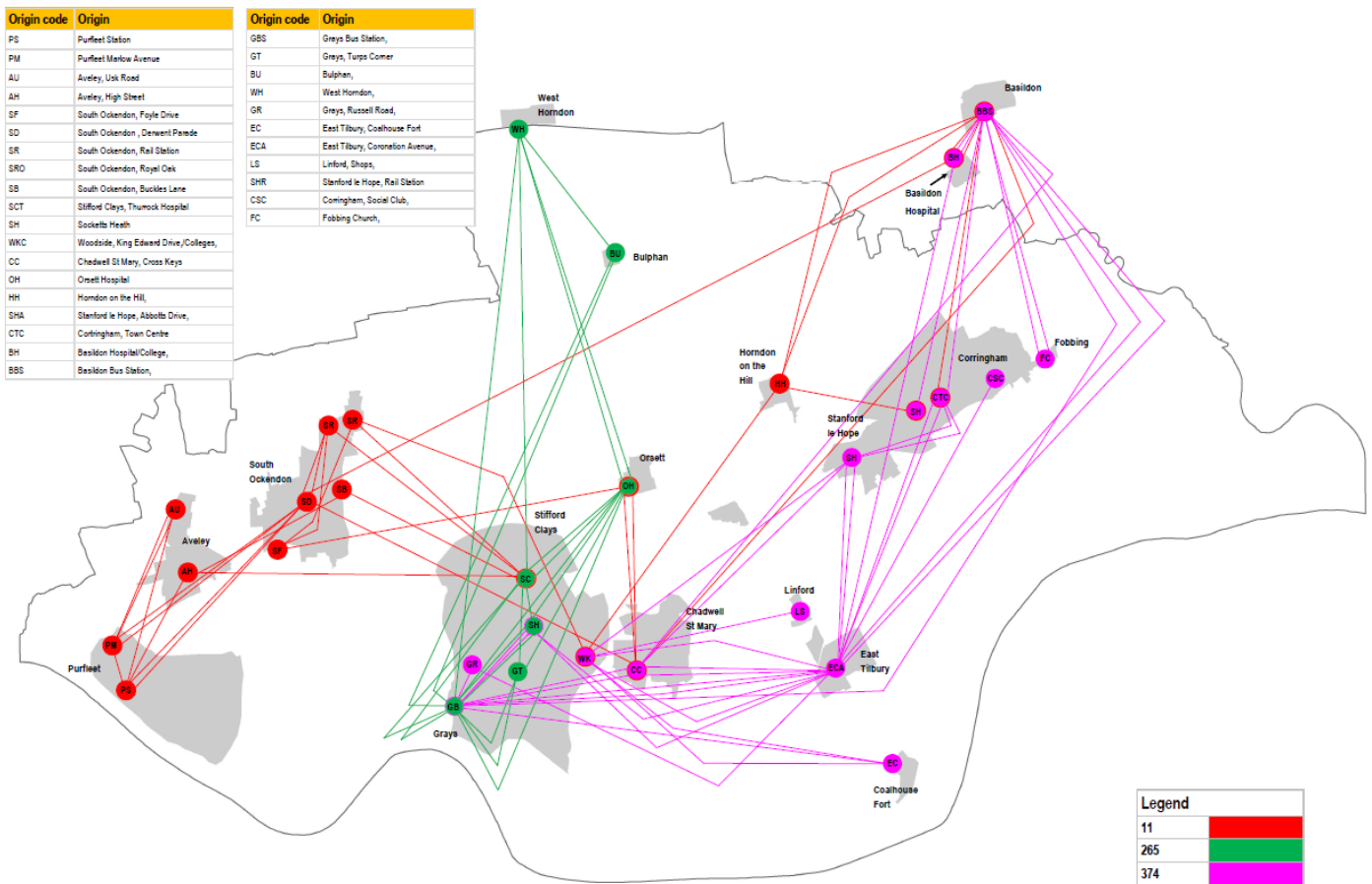
3.7. In looking at the make up of users across the three services, more than 50% of users are those with concessionary passes, under the ENCTS. Across the three services, these users make up 55% of all passenger journeys, with it being as high as 80% on the 265. Concessionary passes are issued to anyone 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 |

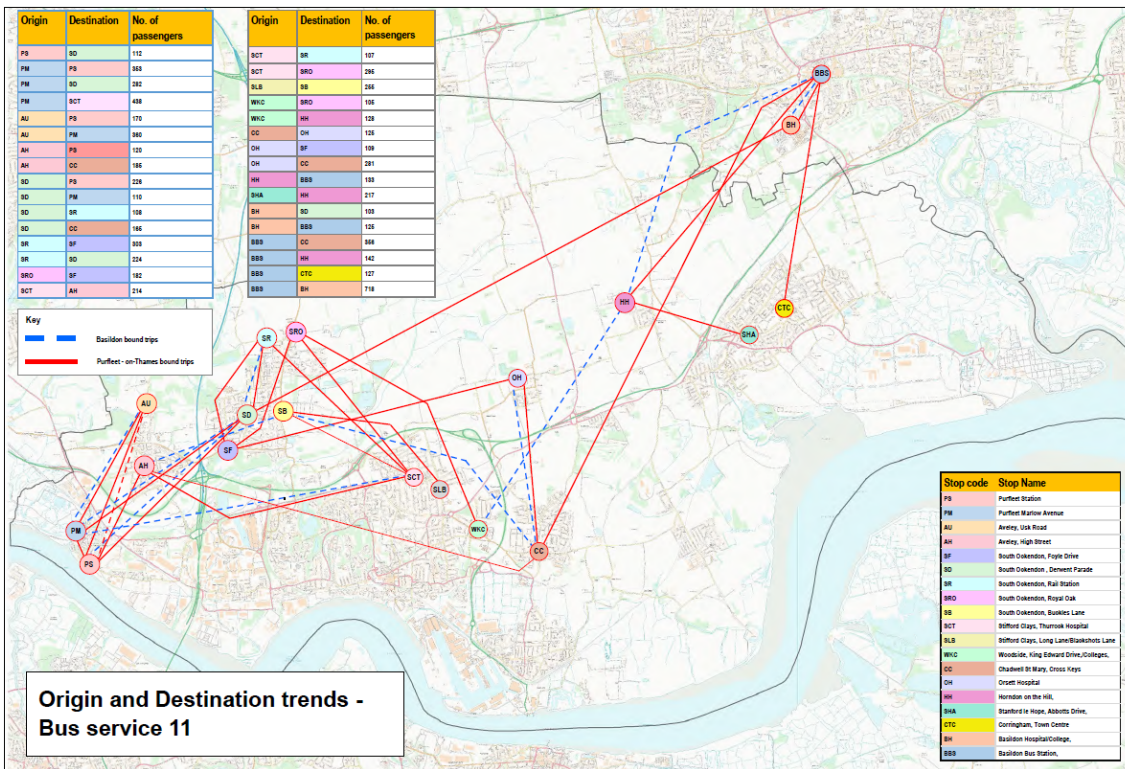
3.8. The table above identified how frequently the bus is used by individuals. While most journeys are identified in passenger journeys, this table has been able to identify individual passengers and how many trips they undertook. It should be noted that this is based on passengers who have key identifiers, 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



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.



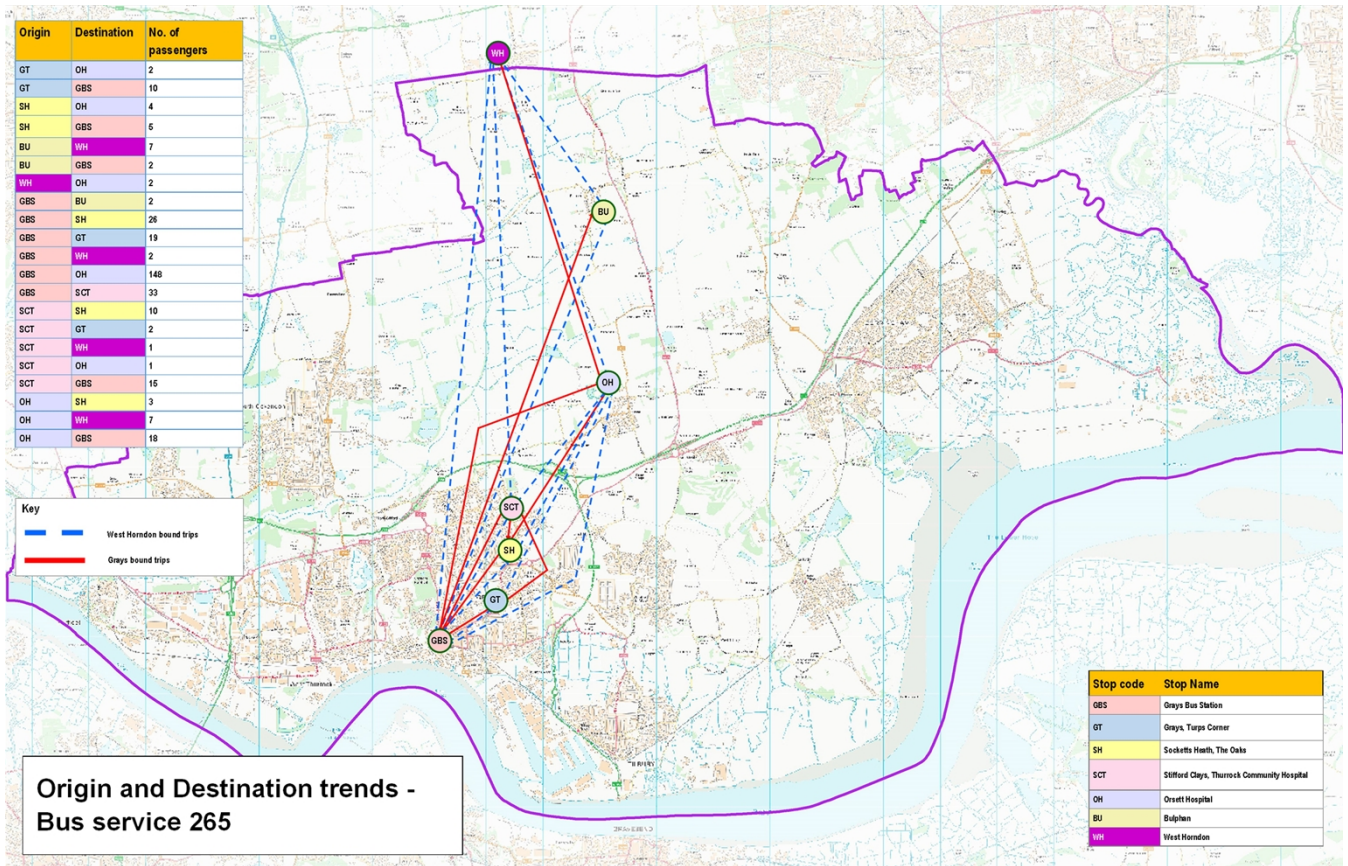
| | | | | | |
|--|--|--|---|--|---|
| Purfleet, Rail Station - South Ockendon, Derwent Parade 112 Passengers | Purfleet, Marlow Avenue - Purfleet Rail Station 353 Passengers | Purfleet, Marlow Avenue - South Ockendon, Derwent Parade 282 Passengers | Purfleet, Marlow Avenue - Stifford Clays, Thurrock 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 service³. 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.

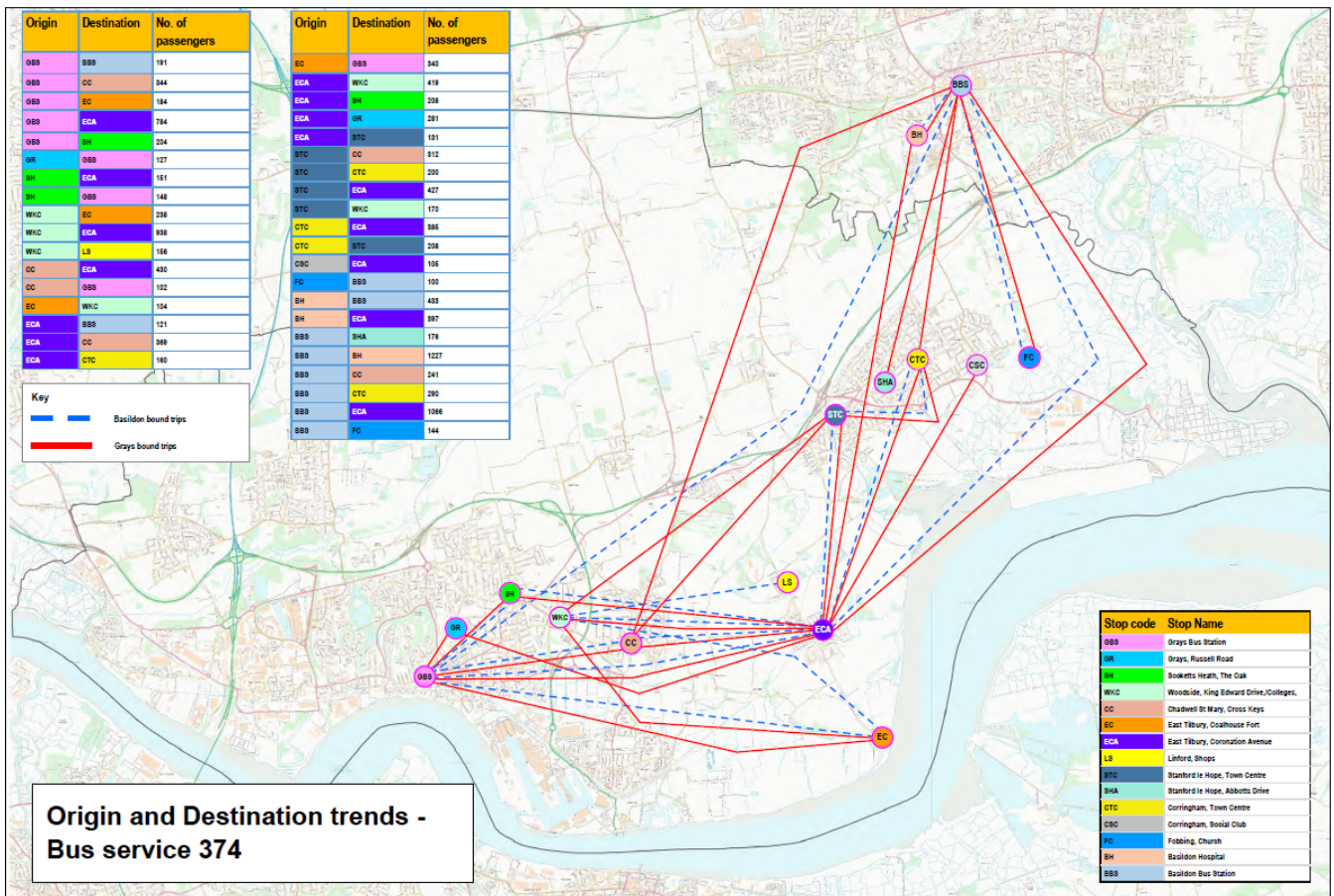
| Journey Departures | Patronage |
|--------------------|-----------|
| 1015 | 549 |
| 1200 | 662 |
| 1400 | 262 |
| Totals | 1,472 |

- 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 service⁴. 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

³ 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.

⁴ 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 | | |

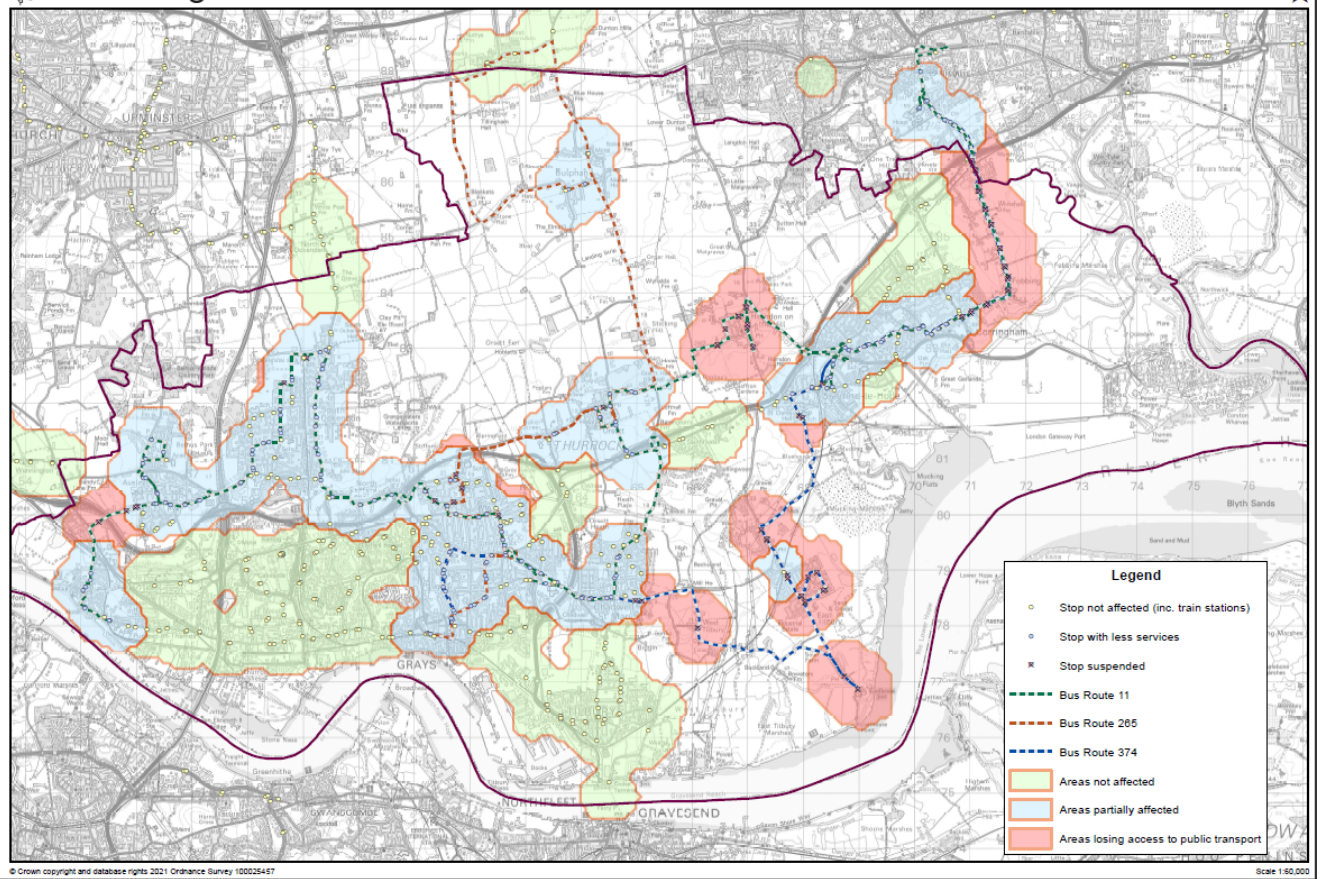
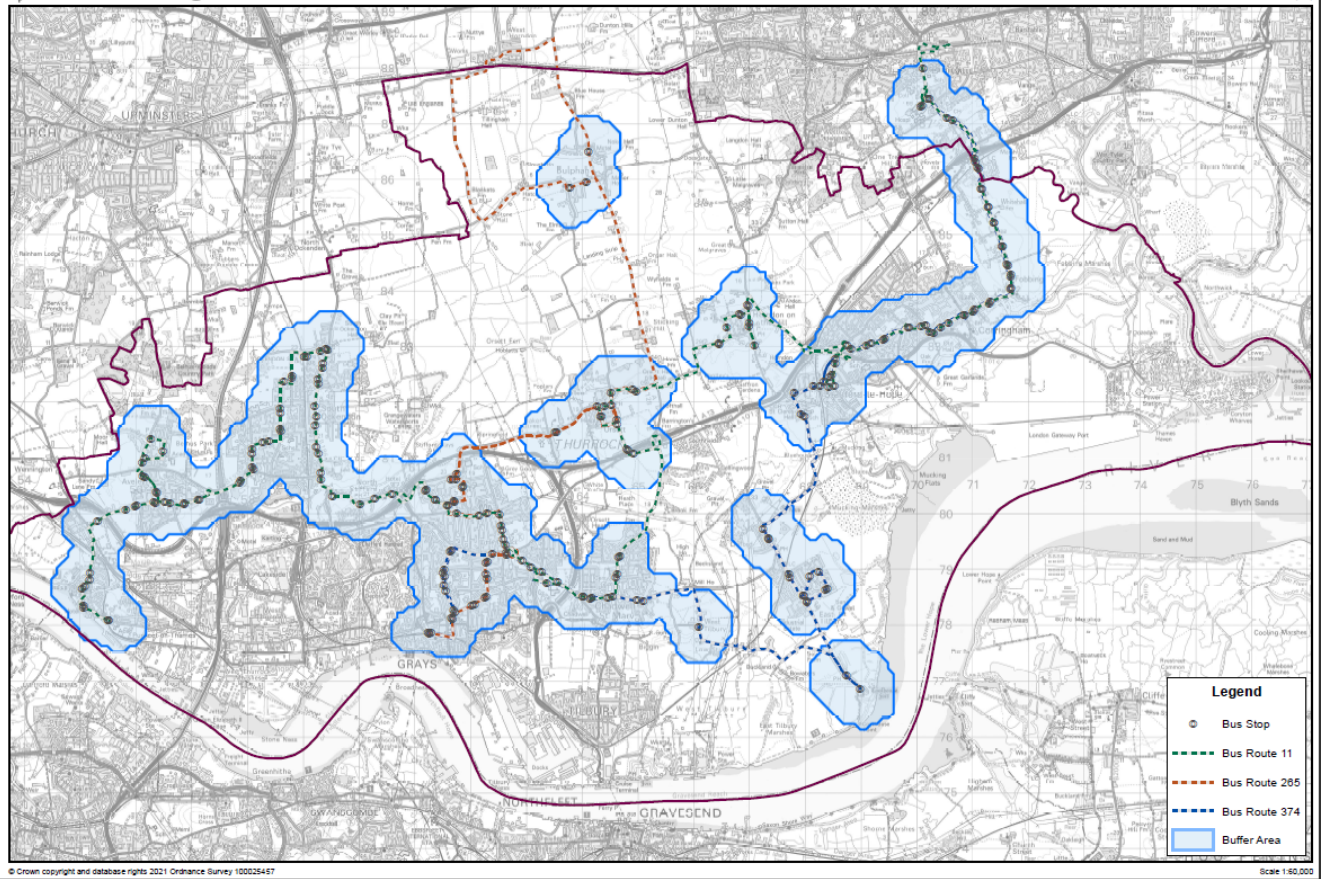
3.24. The following table sets out patronage across each departure on this route. The most popular service is the 0845 departure from Grays, with over 4000 passenger journeys. This likely reflects the opportunity for concessionary pass holders to access the bus using their pass. The next most popular 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 bus⁵, 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.

⁵ 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 |

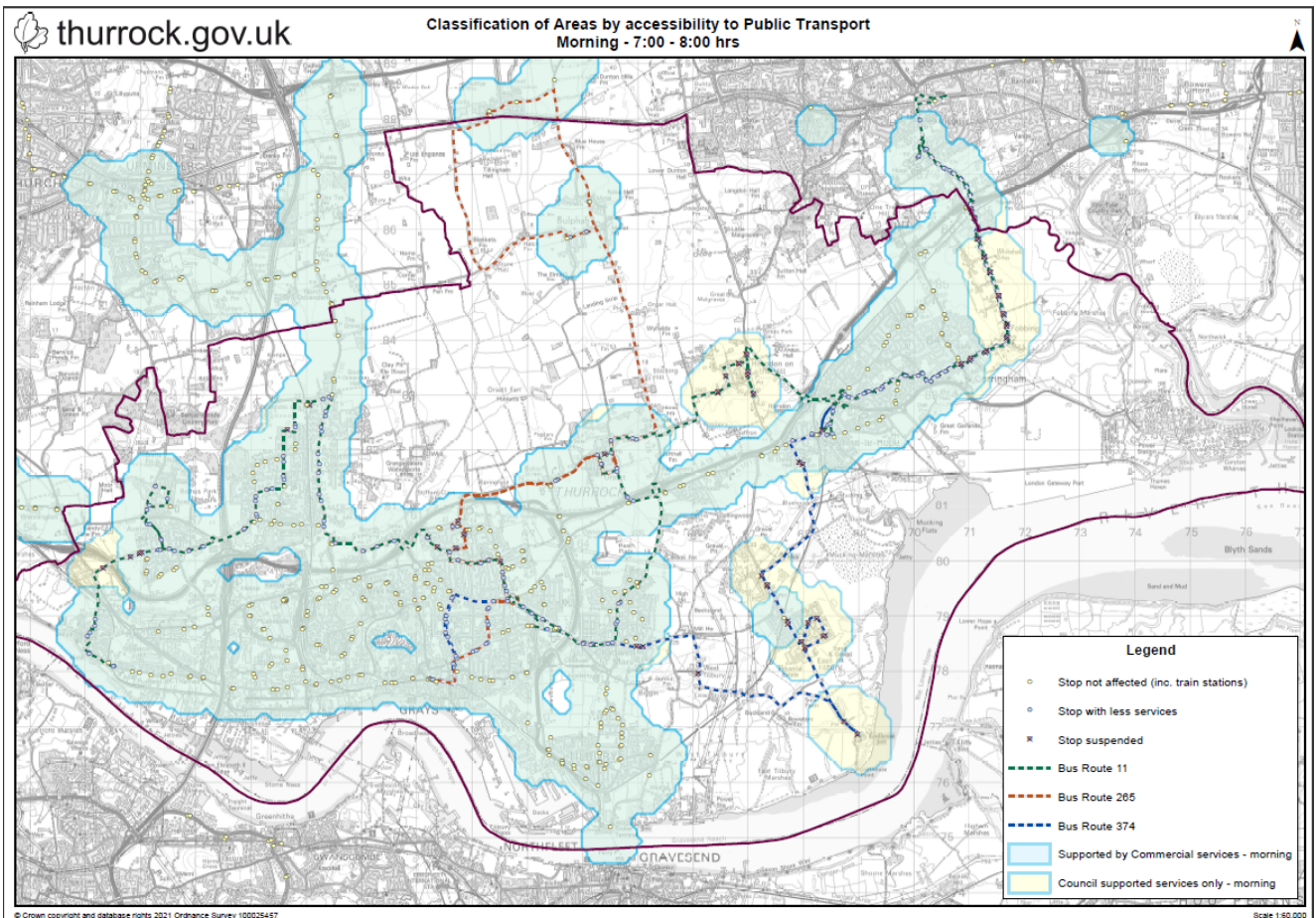
| Day | Time period | Population currently served | Population served after withdrawal | Population losing access to public transport |
|----------|---------------|-----------------------------|------------------------------------|--|
| Weekday | 07:00 - 08:00 | 171,734 | 164,420 | 7,314 |
| Weekday | 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 | - |

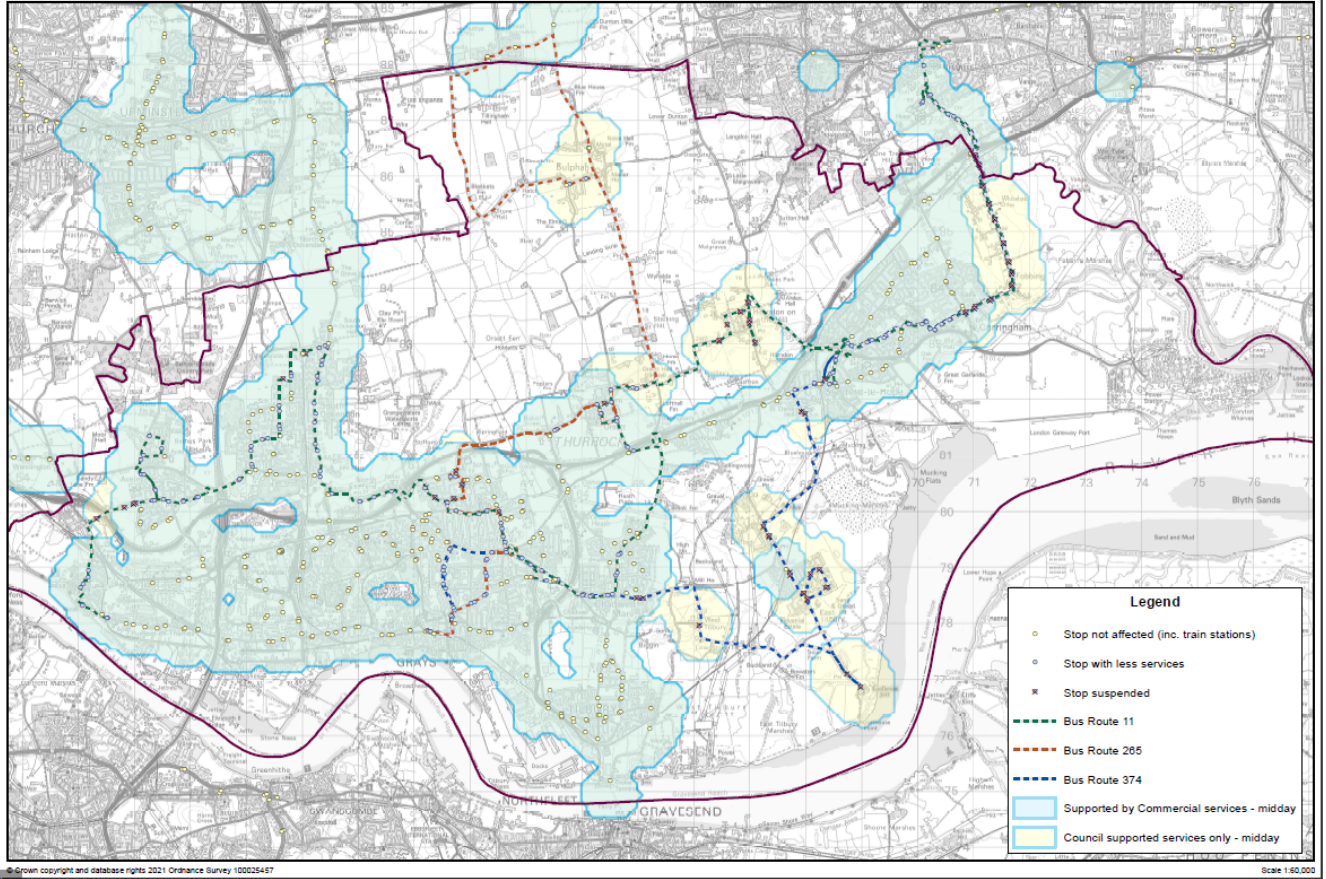
3.29. The table above identifies the impact of services withdrawals across different parts of the day during the working week, and across the weekend. This data is based on all residents in the borough and will include those communities served by the three

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.

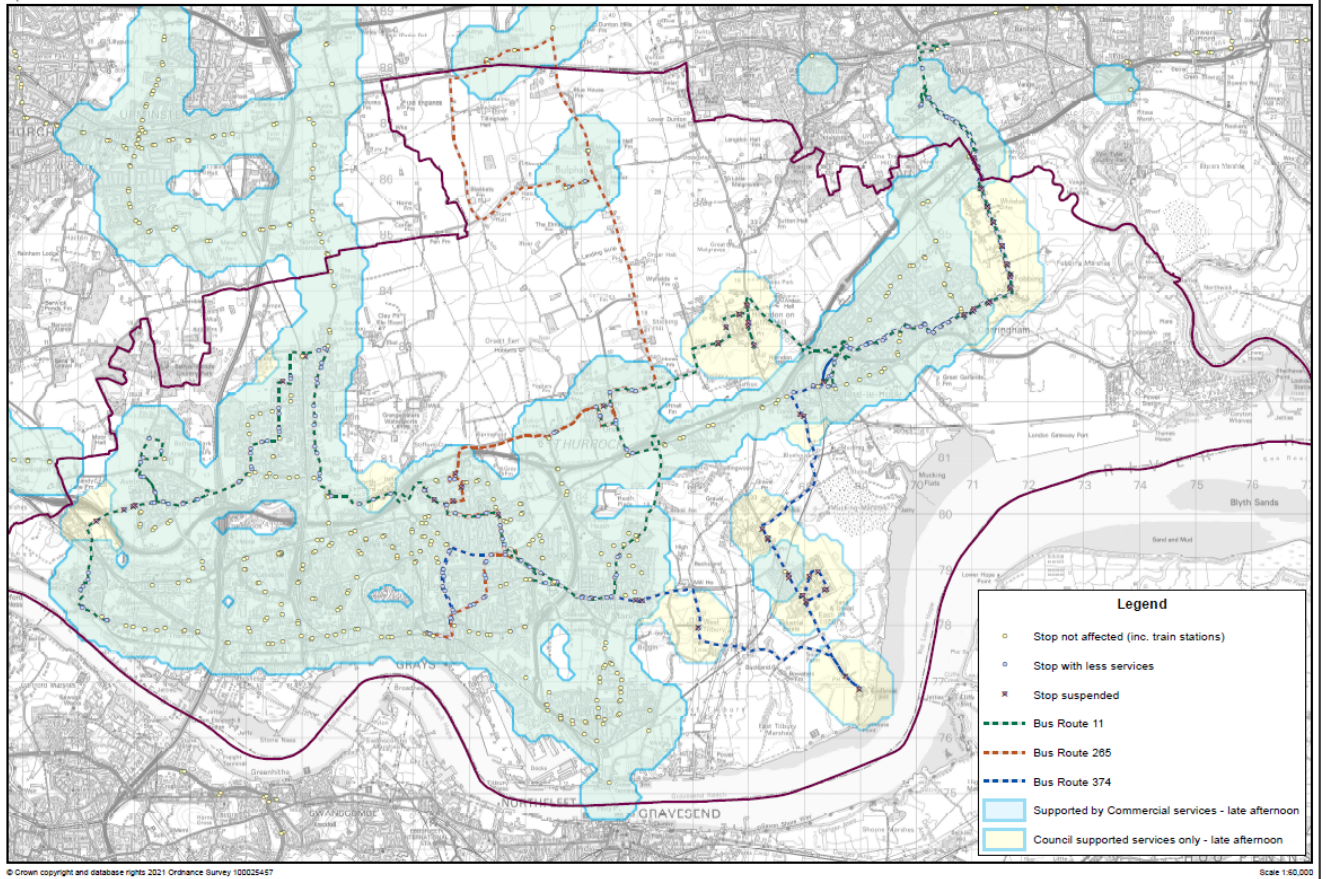
3.31. The following maps visualise the impacts of service withdrawals.





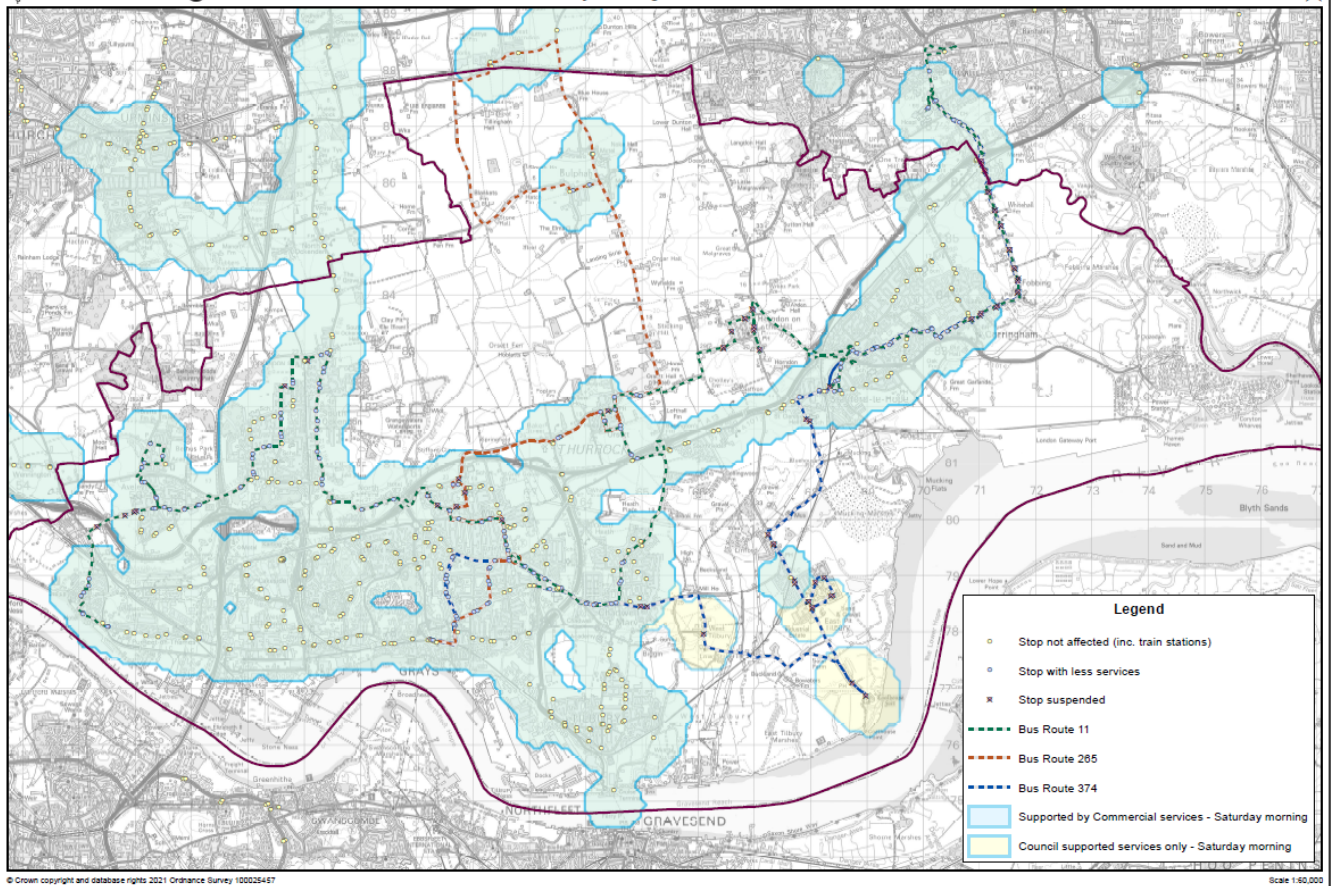
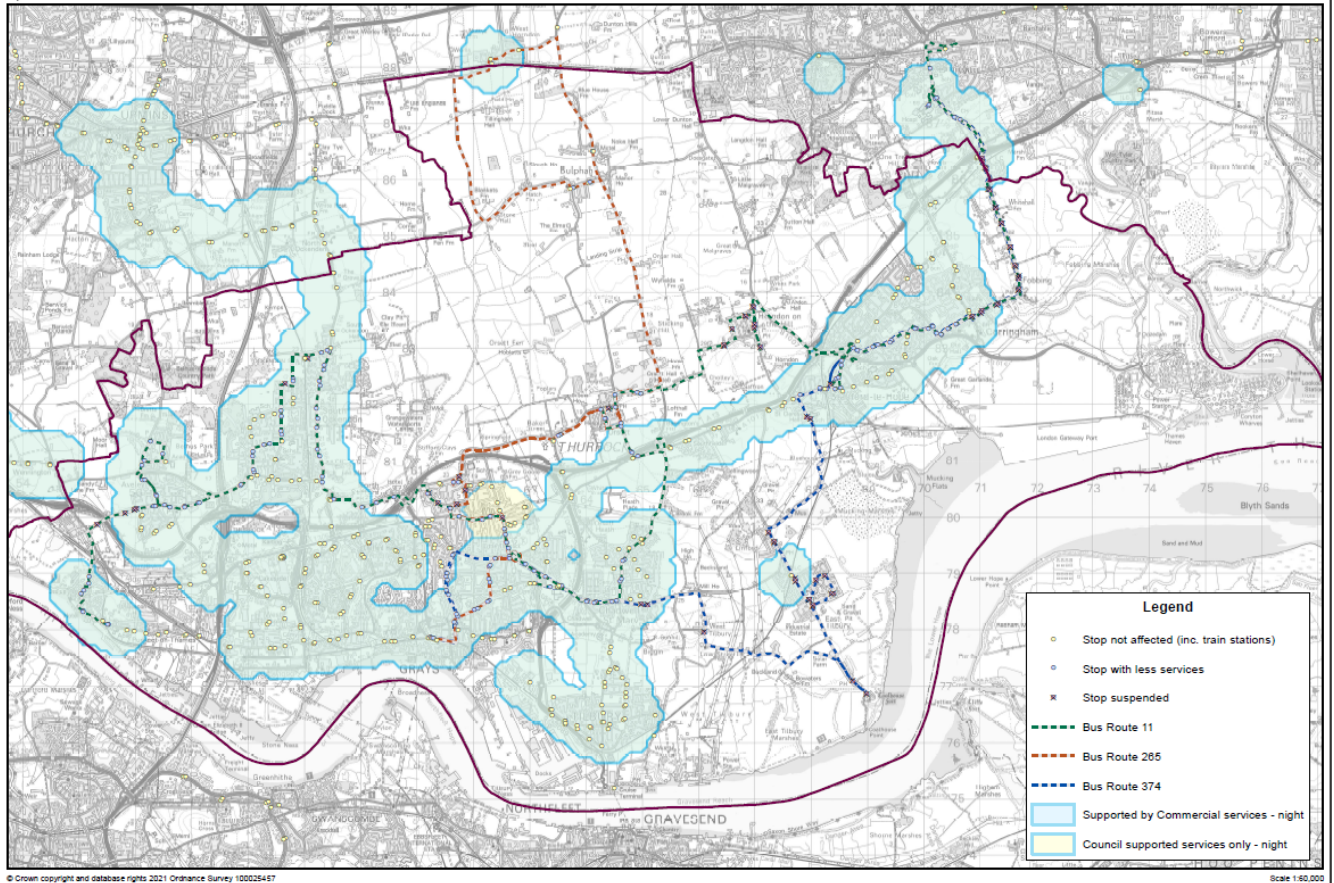
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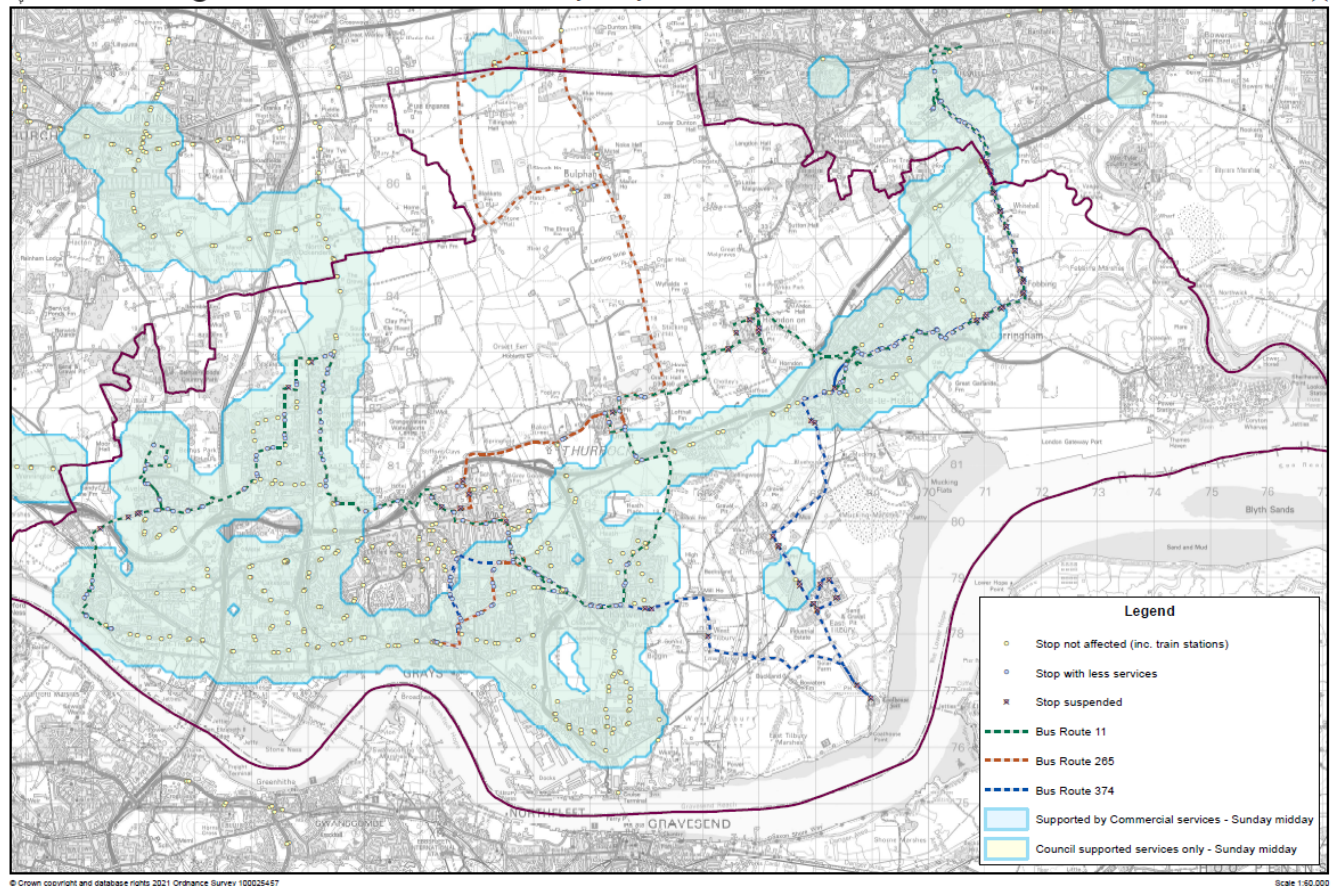
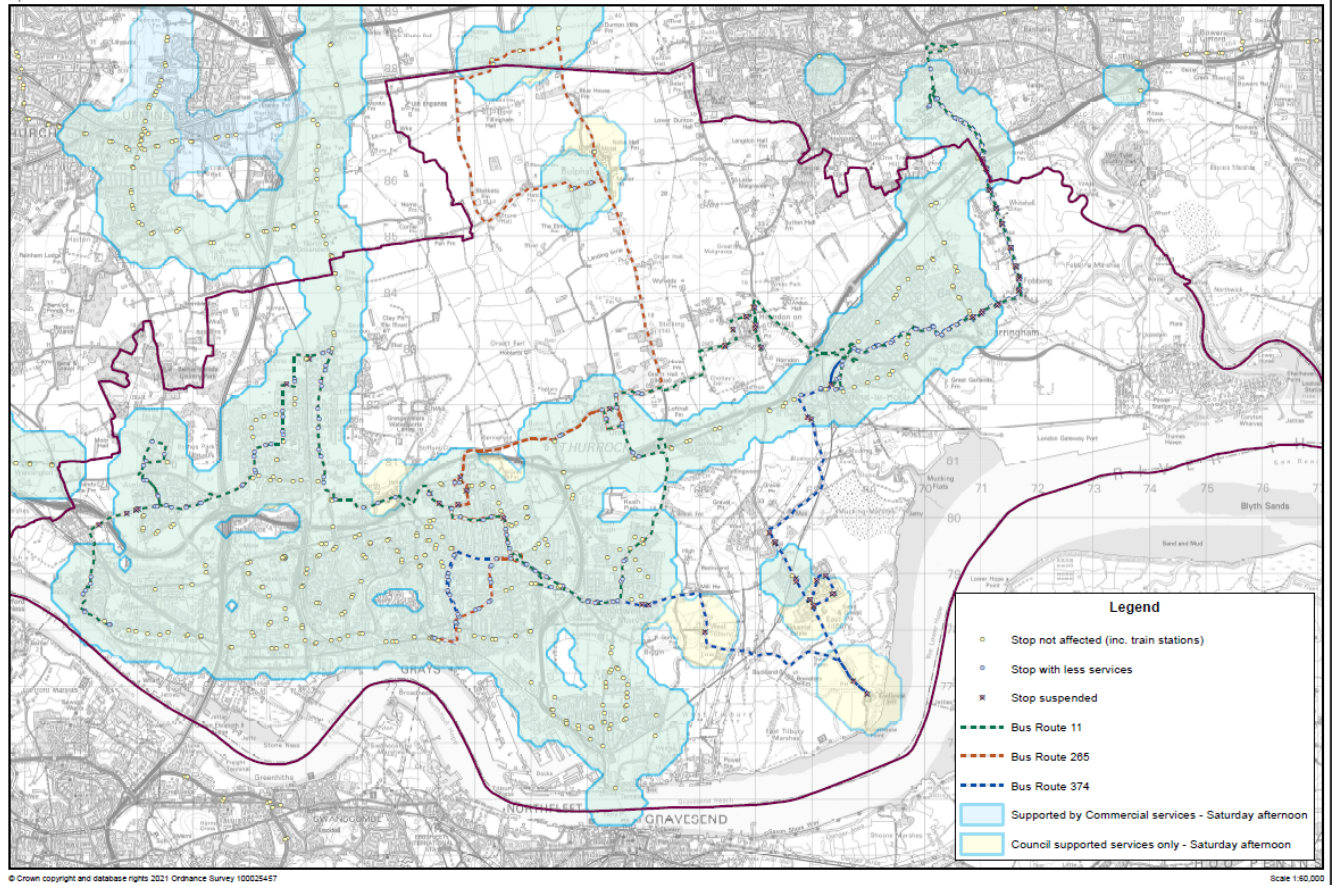
Scale 1:60,000



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Scale 1:60,000





Appendix A – Completed Community Impact Equality 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 | ntung@thurrock.gov.uk ; 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? |
|--|----------|---------|----------|---|---|
| | | | | | |

| | | | | | |
|-------------------------------------|--|--|---|---|---|
| Local communities in general | | | 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. |
| Age | | | 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. |
| Disability | | | 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. | |
| Gender reassignment | | X | | | |
| Marriage and civil partnership | | X | | | |
| Pregnancy and maternity | | X | | | |
| Race (including Gypsies, Roma and Travellers) | | X | | | |
| Religion or belief | | X | | | |
| Sex | | | 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. |
| Sexual orientation | | X | | | |
| Any community issues identified for this location? <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>Workforce</p> | | | <p>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.</p> | <p>Unlikely to be mitigated unless an alternative provision is provided.</p> |
| <p>Health and wellbeing</p> | | | <p>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</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

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 |
| | | |
| | | |
| | | |