



## Your views on our proposal to review bus services supported by the County Council

### Overview

Norfolk County Council plays a huge part in people's lives – ensuring children and young people have the best start in life, protecting vulnerable people, maintaining a safe road system and helping to create a thriving economy. We'll continue to spend over a billion pounds every year providing public services that you, your family and friends use every day.

Norfolk is facing some big challenges though. Our population is growing, people are generally living longer and the type of services that people need is changing. And as you know, the cost of living is going up. As things become more expensive we also have higher costs, and the amount of money we have coming in isn't keeping up. At the same time the grant that central government gives us has fallen by £189 million since 2011 and is expected to fall to zero by 2021.

Even though we are proposing to increase council tax next year, the amount of money we hope to raise wouldn't be enough to balance our budget. This means we have to make some difficult decisions about how we spend your money.

Since 2011 we have saved £334 million. However, we now need to save a further £125 million by 2021. We currently spend £3.1 million every year on bus subsidies and community transport grants. We fund these bus services because they are important to the communities and passengers who use them.

We are proposing to carry out a review of the money we give to bus companies to subsidise bus routes and the grants we give to community transport operators, with a view to saving £0.5 million in 2018/19.

We want to look at whether we could get better value for money without there being a noticeable impact on passengers. However it is likely that we would need to prioritise which services we continue to support in order to save some of this money.

## Why we are consulting

We want your views on our proposal to review the money we spend on bus subsidies and community transport grants. Your views will help us to decide whether we should review how we spend this money.

If we decide to go ahead with this review, our proposal is to prioritise supporting bus services which help people get to and from work and to essential services, such as to healthcare appointments and to go food shopping, and where there are no other transport options available. We want to know what you think of our proposal to prioritise these services.

We are consulting through:

- Our online consultation – visit [www.norfolk.gov.uk/budget](http://www.norfolk.gov.uk/budget) to complete this consultation online.
- This paper copy of our consultation.

We are consulting from 6 November 2017 to 2 January 2018. Please note that if we receive any consultation responses after this date we cannot guarantee that we will be able to take them into account.

We will feed back the findings from our consultation to our county councillors as part of the evidence they will use to help them come to a decision about our proposals.

**If you need a copy of this consultation document in a different format please email [haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk), call 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone) and we will do our best to help.**

## Background information

### Subsidised bus routes

The majority of bus routes in Norfolk operate on a commercial basis. This means that they have enough passengers to run the service. The County Council has no say over the routes, timetables or fares of these bus services.

However some bus services with fewer passengers, such as many of those that operate at the weekend, during the evenings or on quieter roads, do not raise enough money from the tickets they sell to cover the costs of running the bus. The bus companies can't afford to run these services at a loss and so we give them some money so that the services continue to run.

We fund these bus services because they are important to the communities and passengers who use them. We fund them to help people to get:

- to and from work
- to and from doctors, hospital and other healthcare appointments
- to do essential food shopping
- to and from leisure and social activities.

We currently give £2.7 million every year to bus companies to subsidise specific bus routes. This money subsidises about 100 services, which is approximately 20% of bus services in Norfolk. Our normal practice is to review how each service is operating every five years. We look at each service individually, rather than review all the services in one go.

## **Community transport**

We also give £400,000 to community transport operators. We currently fund 19 community transport schemes, which pick people up at their house, or the nearest safest place and provide a door-to-door service.

They are set up for a variety of reasons. The majority of people who use this type of service are either disabled or they are older people, but they can be used by anyone who otherwise would not be able to get to services by conventional public transport.

Community transport schemes are run on a not for profit basis, often involving volunteers to manage and run the service, for example volunteer driver schemes.

Here are the criteria we use when deciding whether or not to fund a community transport scheme:

- There has to be a benefit to the community
- The scheme must help people where there are no other transport options available
- Residents would find it difficult to access services using conventional public transport.

You can see a list of the bus services we subsidise and the community transport schemes we grant fund at the end of this document.

## **Our review**

The County Council has to save £125 million by 2021. So we are proposing to review the money we give to bus companies to subsidise bus routes and the grants we give to community transport operators.

We currently spend £3.1 million every year on bus subsidies and community transport grants. We are proposing to review how this money is spent with a view to saving £0.5 million in 2018/19. We don't anticipate that we would make significant savings from the grants we give to community transport operators.

Our review would look at whether we are getting the best value for money and how we could spend our money more effectively. We would look at what we could do to get better value for money without there being a noticeable impact on passengers. We would like to hear from bus passengers if they have ideas about how we could do this.

However in order to save £0.5 million it is likely that we would need to prioritise which services we continue to support. This means it is likely that some bus services would need to change or potentially stop.

There are lots of factors we would need to consider in our proposed review, including:

- The number of people using each service
- At what times and how often people use each service
- Whether there are other transport options available to people
- Whether we could provide a transport service in another way
- Whether there are any particular local needs that are specific to the areas served by each service
- How much it costs us to subsidise each trip made by a passenger (the unit cost) and whether we are getting value for money.

If we decide to go ahead with this review, we are proposing that in future we would prioritise supporting bus services which help people:

- get to and from work
- get to essential services, such as healthcare appointments and to go food shopping
- who live in areas where there are no other transport options available.

Without carrying out our proposed review, it is not possible to say exactly which services could be affected. We understand that this is a very sensitive area and that any loss of a bus service may have a real impact on the people who use it.

We provide services in partnership with bus operators and we are talking with them about our proposed review. If following this consultation we decide to go ahead with a review, we would consult on any specific changes to bus services that come out of it.

## Your views on our proposal and the impact it might have

**1) Do you use any of the bus services we subsidise?** If you are not sure, you can check the list of bus services we subsidise at the end of this document.

Please select one answer

- Yes, every day ☐
- Yes, every week ☐
- Yes, every month ☐
- Yes, every few months ☐
- No, never ☐
- Not sure ☐

**2) Do you use the bus for any of the following reasons?**

Please select all that apply

- To get to and from work ☐
- To get to and from doctors, hospital and other healthcare appointments ☐
- To do essential food shopping ☐
- To get to and from leisure and social activities ☐
- I don't use the bus ☐
- Other (please write in below)

**3) Do you use any of the community transport schemes we grant fund?** If you are not sure, you can check the list of community transport schemes we grant fund at the end of this document.

Please select one answer

- Yes, every day ☐
- Yes, every week ☐
- Yes, every month ☐
- Yes, every few months ☐
- No, never ☐
- Not sure ☐

**4) What do you think about our proposal to review the money we spend on bus subsidies and community transport grants? What impact, if any, do you think that the proposal would have on you or your family?**

Please write your answer below:

**5) If we decide to go ahead with this review, we are proposing that in future we would prioritise supporting bus services which help people:**

- **get to and from work**
- **get to essential services, such as healthcare appointments and to go food shopping**
- **who live in areas where there are no other transport options available.**

**What do you think of our proposal to prioritise these services?**

Please write your answer below:

## About you

### Personal information, confidentiality and data protection

We use this information to see how representative the feedback is of Norfolk's population. We also use it to see if any particular groups of people are especially affected by our proposals.

We will process any personal information we receive from you in line with the Data Protection Act 1998. This means that Norfolk County Council will hold your personal data and only use it for the purpose for which it was collected, being this consultation. Under our record management policy we will keep this information for five years.

We will also, under normal circumstances, not pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation, including any personal information. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

### 6. Are you responding as...?

Please select one answer

- |   |                          |
|---|--------------------------|
| An individual / member of the public        | <input type="checkbox"/> |
| A family                                    | <input type="checkbox"/> |
| On behalf of a voluntary or community group | <input type="checkbox"/> |
| On behalf of a statutory organisation       | <input type="checkbox"/> |
| On behalf of a business                     | <input type="checkbox"/> |
| A Norfolk County Councillor                 | <input type="checkbox"/> |
| A district or borough councillor            | <input type="checkbox"/> |
| A town or parish councillor                 | <input type="checkbox"/> |
| A Norfolk County Council employee           | <input type="checkbox"/> |

### 7. If you are responding on behalf of another organisation, what is the name of the organisation, group or business?

Please write your answer in the box:

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## 8. Are you...?

Please select one answer

- |  |                          |
|--|--------------------------|
| Male   | <input type="checkbox"/> |
| Female   | <input type="checkbox"/> |
| Prefer to self-describe (please specify below) | <input type="checkbox"/> |
| Prefer not to say                              | <input type="checkbox"/> |

If you prefer to self-describe please specify here:

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## 9. How old are you?

Please select one answer

- |                   |                          |
|-------------------|--------------------------|
| Under 18          | <input type="checkbox"/> |
| 18-24             | <input type="checkbox"/> |
| 25-34             | <input type="checkbox"/> |
| 35-44             | <input type="checkbox"/> |
| 45-54             | <input type="checkbox"/> |
| 55-64             | <input type="checkbox"/> |
| 65-74             | <input type="checkbox"/> |
| 75-84             | <input type="checkbox"/> |
| 85 or older       | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

**10. Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do?**

Please select one answer

Yes ☐

No ☐

Prefer not to say ☐

**11. How would you describe your ethnic background?**

Please select one answer

White British ☐

White Irish ☐

White other ☐

Mixed ☐

Asian or Asian British ☐

Black or Black British ☐

Chinese ☐

Prefer not to say ☐

Other ethnic background - please describe below ☐

**12. What is your first language?**

Please write your answer in the box:

**13. What is the first part of your postcode? (e.g. NR4)**

Please write your answer in the box:

## How we will make our decision and report back to you

We will take a report about the findings to this consultation to our Environment, Development and Transport Committee on 19 January 2018. The report will feed back what people have told us about the potential impact of our proposal. The feedback will also be reported at Full Council on 12 February 2018.

Our county councillors will consider the consultation responses we receive very carefully. In particular, they will take into account:

- The impact of any proposal on individuals, groups or communities and in particular on people identified as having 'protected characteristics' under the Equality Act 2010. The protected characteristics are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. As well as this equality impact assessment, councillors will consider the impact of proposals on rural areas
- The views of people and stakeholders consulted
- The evidence of need and what is proven to work effectively and well
- The financial and legal positions and any constraints at the time
- Any potential alternative options, models or ideas for making the savings.

**You can fill in our online feedback form at:** [www.norfolk.gov.uk/budget](http://www.norfolk.gov.uk/budget)

**You can send back a paper feedback form to:**

Freepost Plus RTCL-XSTT-JZSK, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, Norwich NR1 2DH.

However, if you want to help the council save money please use a stamp and send to this address: Stakeholder and Consultation Team, Norfolk County Council, Ground floor - south wing, County Hall, Martineau Lane, NR1 2DH.

You may wish to keep a copy of your response to our consultation for your own records.

**Your opinions are valuable to us. Thank you for taking the time to read this document and respond.**



If you need this document in large print, audio, Braille, alternative format or in a different language please contact Customer Services on 0344 800 8020 or Text Relay on 18001 0344 800 8020 (textphone) and we will do our best to help.

**November 2017**

## List of bus services that we subsidise

N.B. We updated this list on 21 November 2017 to add Konect 4, Konect 11 and Konect 21 services.

Operator	Service
Anglian/Konect	Service 50 and 50A, Norwich Eaton Park - City Centre - Gertrude Road
Anglian	Service 83, Harleston - The Pulhams - Norwich
Anglian	Service 84, Harleston via Topcroft to Norwich
Anglian	Service 85, Rockland to Norwich
Anglian	Service 87, Norwich to Poringland and Bungay, evenings
Anglian	Service 87, Norwich to Bungay, Sundays and bank holidays
Borderbus	Service 580, Great Yarmouth to Beccles, 17.15 departure
Breckland Taxis	Lyng and Elsing, transport you have to pre-book for mid Norfolk Villages to Costessey and Dereham
Beccles and Bungay Community Transport	Service 581, village feeder to Beccles and Bungay
Carters of Litcham	Service 1, Mileham to Dereham, Service 2, Mileham to Dereham, and Service 10, Sporle to Dereham,
Carters of Litcham	Services 8 and 9, Tittleshall and Litcham to Norwich, Wednesdays only
Lynx/Coastal Red	Service 39, Marham to King's Lynn
Lynx/Coastal Red	Service 67, Three Holes to King's Lynn
Lynx/Coastal Red	Service 37, Southery - Downham Market - King's Lynn
Lynx/Coastal Red	Service 48, King's Lynn - Grimston circular
Coach Services	Service 12, Foulton to Kings Lynn Tuesdays only
Coach Services	Services 25 and 26, Feltwell - Brandon - Shropham – Norwich, 1st and 3rd Wednesdays of each month
Coach Services	Service T1, Thetford Town
Coach Services	Service T2, Thetford Town
Coach Services	Service 40, Thetford - Brandon - Methwold - King's Lynn
BorderHoppa	Rushall - Dickleburgh - Pulham Market surgery feeder, which helps people to get to GP appointments

Eagles	Services 52 and 53, Downham Market to Marham and Methwold
Eagles	Service 18, Swaffham to King's Lynn
First Norfolk and Suffolk	Services 30A and 30B, Hercules Road and Mill Corner to Norwich
First Norfolk and Suffolk	Services 11/13A, City Centre and Colney – Norfolk and Norwich University Hospital, Sundays and bank holidays
First Norfolk and Suffolk	Service 30, Drayton - Taverham - Norwich (parts of the service)
First Norfolk and Suffolk	Service 2, Great Yarmouth to Barrack Estate, Sundays and bank holidays
First Norfolk and Suffolk	Service X2/X22, Beccles - Loddon - Norwich, Sundays, bank holidays and evenings
First Norfolk and Suffolk	Great Yarmouth area, Services 1/1A/6/7, evenings Sundays and bank holidays
First Norfolk and Suffolk	Service 15, Acle and Broadland Business Park via Brundall to Norwich
First Norfolk and Suffolk	Service 36, Norwich - Horsford Sunday
First Norfolk and Suffolk	Service 21/22, Monday to Saturday evenings
Fenland Taxis	Marshland St James to Wisbech Taxibus
Fenland Taxis	The Walpoles to Wisbech Taxibus
Konect	Service 9 Silfield, Wymondham - Hethersett - Norfolk and Norwich University Hospital
Konect	Service 5C, Little Plumstead to Norwich
Konect	Service 5B, Wroxham - Norwich, Sundays and bank holidays
Konect	Service 12, Dereham Town Service
Konect	Service 17, Bradenham - Hingham - Dereham
Konect	Service 3, Watton – Norfolk and Norwich University Hospital – Norwich, Monday to Friday in the school holidays, Saturdays and Sundays
Konect	Service 5A, Norwich to Blofield and Brundall, Sundays and bank holidays
Konect	Service 5B, Norwich to Stalham - Sundays and bank holidays

Konect	Service 21, Dereham - North Elmham – Fakenham, Saturdays only
Konect	Service 21, Dereham - North Elmham - Fakenham Monday – Friday, school holidays only
Konect	Service 4, Swanton Morley - Dereham - Mattishall - Norwich
Konect	Service 11, Watton to Dereham, Monday to Saturday
Konect	Service 11, Watton to Dereham, Sundays and bank holidays
Norfolk Coachways	Service 1, Old Buckenham to Diss, Saturdays only
Norse	Foulsham Village and Beetley shuttle feeder to X29 and 21 bus services
Stagecoach in Norfolk	Service 46, Kings Lynn - Wisbech college, in the school holidays
Stagecoach in Norfolk	Service 60, Three Holes - Wisbech
Stagecoach in Norfolk	Service X8, 17.45 Kings Lynn - Fakenham
Stagecoach in Norfolk	Service X8, King's Lynn – Fakenham, off-peak journeys (we provide funding so that the service runs throughout day, not just at peak times)
Stagecoach in Norfolk	Service X29, Holt - King's Lynn
Stagecoach in Norfolk	Service 4 and 5, Kings Lynn to Pandora Meadows and Gaywood Park
Stagecoach in Norfolk	King's Lynn town services evenings and Sundays
Stagecoach in Norfolk	Service 55, Wisbech to King's Lynn
Stagecoach in Norfolk	Service 29, Fakenham to Wells
North Norfolk Community Transport	Various - North Norfolk and Broadland local bus services
Our Bus	Acle Flexibus
Our Bus	Service 291, Wroxham-Reepham to Wroxham, Thursdays only
Our Bus	Service 292, Reedham-Brundall to Wroxham, Tuesdays only
Our Bus	Service 293, Beighton-Filby-Scratby to Wroxham, Mondays only, excluding bank holidays
Our Bus	Service 294, Ormesby to Norwich, Fridays only, excluding bank holidays

Our Bus	Service 730, Reedham-Filby to Yarmouth, Wednesdays and Saturdays
Our Bus	Service 32, Sprowston to Norwich via Thorpe Hamlet, and Service 157 - Bishopgate
Our Bus	Service 86, Beccles-Loddon-Poringland
Our Bus	Service 271, Hemsby to Great Yarmouth and Beccles Road Bradwell to Great Yarmouth
Our Bus	Service 33 and 33A, Cromer - Southrepps - North Walsham and North Walsham town service
Peelings	Service 1, Tittleshall - Castle Acre - Leziate - Kings Lynn, Tuesdays and Fridays only
Sanders	Service 210, North Walsham - Frettenham - Norwich, Saturdays only
Sanders	Service 210, Norwich - North Walsham, in the school holidays
Sanders	Service 80, Aylsham - Reepham – Dereham, Fridays only
Sanders	Service 98, Cawston - Reepham – Fakenham, Thursdays only
Sanders	Service 6, North Walsham - Stalham - Great Yarmouth, in the school holidays and on Saturdays
Sanders	Services 5 & 5A, Cromer - North Walsham – Norwich, Sundays & bank holidays
Sanders	Service 44, Sheringham - Cromer – Norwich, Monday to Saturday evenings, and Hainford & St Faiths diversion
Sanders	Service 9, Fakenham – Holt, Monday to Saturday in the school holidays
Sanders	Service 9, Fakenham – Holt, Sundays and bank holidays
Sanders	Service 24, Fakenham – Norwich, Tuesdays only
Sanders	Service 25, Fakenham to Dereham, Fridays and service 26, Fakenham to Kings Lynn, Tuesdays
Sanders	Service 34, North Walsham – Bacton - Stalham
Sanders	North Norfolk Local bus services - Services 16, 17, 18, 18A, 19, 20, 65 and 79
Sanders	Service 27, Fakenham - The Creakes, and 28 Fakenham Town
Sanders	Service 45, Holt to Norwich

Sanders	Service 46, Blakeney Circular - Holt
H Semmence and Co.	Service 10A, East Harling - The Buckenham - Norwich
H Semmence and Co.	Service 584, Pulham Market to Diss, and Service 17 Diss Town Service
H Semmence and Co.	Services 805 and 806 Wymondham Circulares, Fridays only
H Semmence and Co.	Service 15, Shipdham to Norwich, Wednesdays only
H Semmence and Co.	Service L1, Longwater Feeder Service
Simonds	Service 581, Diss to Beccles
Simonds	Service 1 Diss - Long Stratton – Norwich, Monday to Saturday
Simonds	Service 40, Fressingfield - Harleston - The Pulhams - Norwich
Simonds	Service 118, Long Stratton to Norwich, Sundays and bank holidays
West Norfolk Community Transport	Services 10, 12, 31 Swaffham Town Service and local services
West Norfolk Community Transport	Services 61, 62 and 47 Downham Market area services
West Norfolk Community Transport	Service 22, Harpley and Massingham
West Norfolk Community Transport	Swaffham Area Flexibus
West Norfolk Community Transport	Service 3, Emneth Hungate & Marshland St James to King's Lynn
West Norfolk Community Transport	Service 22, Kiptons and West Raynham to Fakenham
West Norfolk Community Transport	Flexibus, South Norfolk and Breckland Flexibus service
West Norfolk Community Transport	Service W471, Wimbotsham to Downham Market
West Norfolk Community Transport	Service 38, Fair Green to King's Lynn

## List of community transport schemes we grant fund

<b>Scheme name</b>
Bawburgh Community Car Scheme
Beccles and Bungay Community Transport
Burnham Market Community Car Scheme
Castle Acre Community Car Scheme
Centre 81 - Community Transport in the Greater Yarmouth Area
BorderHoppa / Diss and District Community Transport
Gt Ryburgh Taxi Scheme
Heacham & District Car Scheme
Hingham Community Car Scheme
Holt Area Caring Society - Volunteer Car Scheme
Kickstart Norfolk - Moped Loan scheme
Great Massingham Area Community Car Scheme
Necton Community Car Scheme
Norwich Door to Door
North Norfolk Community Transport
Sporle Community Car Scheme.
Surlingham Parish Transport Scheme (Taxi voucher Scheme)
West Norfolk Community Transport
Thetford Dial-a-Ride - Operated by West Norfolk Community Transport