**Consultation on community transport in Lancashire**

Like many councils across the country, Lancashire County Council continues to face an unprecedented financial challenge due to continued funding cuts by Government, rising costs and rising demand for the services we provide.

We are committed to providing the best services we can to the people of Lancashire, particularly to the most vulnerable in our communities. However, the council's financial position remains extremely challenging, with a forecasted funding gap of £144m in 2021/22. Because of this, we still need to make some difficult decisions in order to make further savings.

Community transport in Lancashire is provided for those eligible people, who are not able to use mainstream public transport. Community transport includes Dial-a-Ride, group transport community car schemes, day trips and volunteering opportunities.

On 18 January 2018 the county council's Cabinet agreed to consult on proposals to reduce funding by a third for community transport in Lancashire. This may mean loss, reduction and/or changes to these services including fare increases.

We would like to hear your views on this proposal.

If you need a questionnaire in a different format please telephone 0300 123 6734 or visit

www.lancashire.gov.uk/haveyoursay.

You can respond to this consultation online at www.lancashire.gov.uk/haveyoursay.

Please hand your completed questionnaire back to your community transport driver by **Sunday 10 June 2018**. Alternatively you can post it to Business Intelligence, Lancashire County Council, Room A43, County Hall, Preston, PR1 0LD.

All responses will be in confidence. However, if there are any questions that you do not want to answer then please leave them blank or choose the 'prefer not to say' option.

Please read the instructions to each question carefully before answering.

**Users of community transport services**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **1** | **Are you…?***Please tick one option only*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| A user of community transport services | LL |  |  |  |
| A volunteer on community transport services | LL |  Go to Q11 |  |  |
| Neither of these | LL |  Go to Q14 |  |  |

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| **2** | **Why do you use community transport services? I am unable to access local bus services because of...** *Please tick as many as apply*

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| --- | --- | --- |
| … the lack of a bus service in my area | LL |  |
| … a disability or health condition | LL |  |
| … another reason | LL |  |

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| **3** | **Which community transport providers have you used in the past 12 months?** *Please tick as many as apply*

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| --- | --- |
| **Dial-a-Ride, day trips, group trips** |  |
| Central Lancashire Dial-a-Ride | LL |  |
| Little Green Bus | LL |   |
| Preston Community Transport | LL |   |
| West Lancashire Dial-a-Ride | LL |  |
| Lancashire County Council Travelcare Dial-a-Ride | LL |   |
|  |  |  |
| **Community Car Scheme** |  |  |
| Burnley, Pendle and Rossendale CVS | LL |  |
| Preston, South Ribble, Fylde, Wyre and Lancaster | LL |  |
| West Lancashire | LL |  |
| Chorley | LL |  |
| Ribble Valley and Hyndburn | LL |  |

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| **4** | **Generally, how often do you travel using community transport services?** *Please tick one option only*

|  |  |  |
| --- | --- | --- |
| Every or most days | LL |  |
| A few times a week | LL |  |
| A few times a month | LL |  |
| Less often | LL |  |

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| **5** | **Generally, how much do you spend on a single community transport journey (one way)?***Please write in below*

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| --- | --- | --- |
| £ |  | in a minibus |
| £ |  | in a car  |

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| **6** | **What are your reasons for travel?** *Please tick one option only*

|  |  |  |
| --- | --- | --- |
| Shopping | LL |  |
| Leisure/social activity | LL |   |
| Medical appointment | LL |   |
| Group trips | LL |  |
| Day trips | LL |  |
| Other (please write in below) | LL |  |
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| **7** | **If community transport services were reduced, for example operated on fewer days or went to fewer destinations, or if journeys took longer, how would this affect you?***Please write in the box* |

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| --- | --- |
| **8** | **If the community transport fare was increased how would this affect you?***Please write in the box* |

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| **9** | **If the community transport services stopped altogether how would this affect you?***Please write in the box* |
| **10** | **If changes were made that meant you could not use community transport services, how would you get to the places that you usually go?***Please tick as many as apply*

|  |  |  |
| --- | --- | --- |
| Local bus service | LL |  |
| Taxi | LL |   |
| Lift with friend or relative | LL |   |
| Ask relative or friend to help | LL |  |
| Would drive myself | LL |  |
| Would go less often | LL |  |
| Online access to services (eg online banking, online shopping) | LL |  |
| Would not be able to access the places you go to | LL |  |
| Other (please write in below) | LL |  |
|  |  |  |
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 **Now please go to Q14**

**Volunteers on community transport services**

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| **11** | **Which community transport providers have you volunteered with in the past 12 months?** *Please tick as many as apply*

|  |  |
| --- | --- |
| **Dial-a-Ride, day trips, group trips** |  |
| Central Lancashire Dial-a-Ride | LL |  |
| Little Green Bus | LL |   |
| Preston Community Transport | LL |   |
| West Lancashire Dial-a-Ride | LL |  |
|  |  |  |
| **Community Car Scheme** |  |  |
| Burnley, Pendle and Rossendale CVS | LL |  |
| Preston, South Ribble, Fylde, Wyre and Lancaster | LL |  |
| West Lancashire | LL |  |
| Chorley | LL |  |
| Ribble Valley and Hyndburn | LL |  |

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| **12** | **Why do you volunteer with a community transport provider?***Please write in the box* |

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| **13** | **If service changes meant that you had to volunteer less, or not at all, with a community transport provider, how would this affect you?***Please write in the box* |

**Your final thoughts**

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| **14** | **Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that could be done differently?***Please write in the box* |

**About you**

This final section is about you. It’s a little more personal, but is really useful to us. By answering these questions you will help us to understand the views of different groups of people. If there are any questions that you’d rather not answer, please tick the ‘prefer not to say’ or skip to the next question.

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| **15** | **Are you...?***Please tick as many as apply*

|  |  |  |
| --- | --- | --- |
| A Lancashire resident | LL |  |
| A carer | LL |   |
| An employee/volunteer of Lancashire Community Transport Consortium | LL |  |
| An employee of Lancashire County Council/Travelcare Dial a-Ride | LL |  |
| An elected member of Lancashire County Council | LL |   |
| An elected member of a Lancashire district council | LL |  |
| An elected member of a parish or town council in Lancashire | LL |  |
| A local business owner | LL |  |
| A private sector company/organisation | LL |  |
| A member of a voluntary or community organisation | LL |  |
| Other (please write in) | LL |  |
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| **16** | **Are you...?** *Please tick one option only*

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| --- | --- | --- |
| Male | LL |  |
| Female | LL |  |
| Prefer not to say | LL |  |

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| **17** | **What was your age on your last birthday?***Please tick one option only*

|  |  |  |
| --- | --- | --- |
| Under 16 | LL |  |
| 16-19 | LL |   |
| 20-34 | LL |   |
| 35-64 | LL |  |
| 65-74 | LL |  |
| 75+ | LL |  |
| Prefer not to say | LL |  |

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| **18** | **Are you a deaf person or do you have a disability?**The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities.*Please tick one option only*

|  |  |  |
| --- | --- | --- |
| Yes | LL |  |
| No | LL |  |
| Prefer not to say | LL |  |

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| **19** | **Which best describes your ethnic background?***Please tick one option only*

|  |  |  |
| --- | --- | --- |
| White | LL |  |
| Asian or Asian British | LL |   |
| Black or Black British | LL |   |
| Mixed | LL |  |
| Other | LL |  |
| Prefer not to say | LL |  |

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| **20** | **Are there any children or young people in your household aged under 20?***Please tick as many as apply*

|  |  |  |
| --- | --- | --- |
| No, but expecting | LL |  |
| Yes, aged under 5 | LL |   |
| Yes, aged 5-11 | LL |   |
| Yes, aged 12-16 | LL |  |
| Yes, aged 17-19 | LL |  |
| No children aged under 20 | LL |  |
| Prefer not to say | LL |  |

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| **21** | **Are there any disabled young people aged 20-25 in your household?***Please tick one option only*

|  |  |  |
| --- | --- | --- |
| Yes | LL |  |
| No | LL |  |
| Prefer not to say | LL |  |

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| **22** | **Do you have access to a car or van in which you could travel?***Please tick one option only*

|  |  |  |
| --- | --- | --- |
| Yes – as a passenger | LL |  |
| Yes – as a driver | LL |  |
| No | LL |  |
| Don't know | LL |  |
| Prefer not to say | LL |  |

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| **23** | **Does your household have access to the internet (dial-up, broadband or mobile internet)?***Please tick one option only*

|  |  |  |
| --- | --- | --- |
| Yes | LL |  |
| No | LL |  |
| Don't know | LL |  |
| Prefer not to say | LL |  |

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| **24** | **What is your postcode?***Please write in the box* |

**Thank you for completing this questionnaire.**

**Please return it to your community transport driver by 10 June 2018. Alternatively you can post it to**

**Business Intelligence, Lancashire County Council, Room A43, County Hall, Preston, PR1 0LD.**