

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

1 Are you...?

Please tick one option only

A user of community transport services

A volunteer on community transport services ← Go to Q11

Neither of these ← Go to Q14

2 Why do you use community transport services? I am unable to access local bus services because of...

Please tick as many as apply

... the lack of a bus service in my area

... a disability or health condition

... another reason

3 Which community transport providers have you used in the past 12 months?

Please tick as many as apply

Dial-a-Ride, day trips, group trips

Central Lancashire Dial-a-Ride

Little Green Bus

Preston Community Transport

West Lancashire Dial-a-Ride

Lancashire County Council Travelcare
Dial-a-Ride

Community Car Scheme

Burnley, Pendle and Rossendale CVS

Preston, South Ribble, Fylde, Wyre and
Lancaster

West Lancashire

Chorley

Ribble Valley and Hyndburn

4 Generally, how often do you travel using community transport services?

Please tick one option only

Every or most days

A few times a week

A few times a month

Less often

5 Generally, how much do you spend on a single community transport journey (one way)?

Please write in below

£ _____ in a minibus

£ _____ in a car

6 What are your reasons for travel?

Please tick one option only

Shopping

Leisure/social activity

Medical appointment

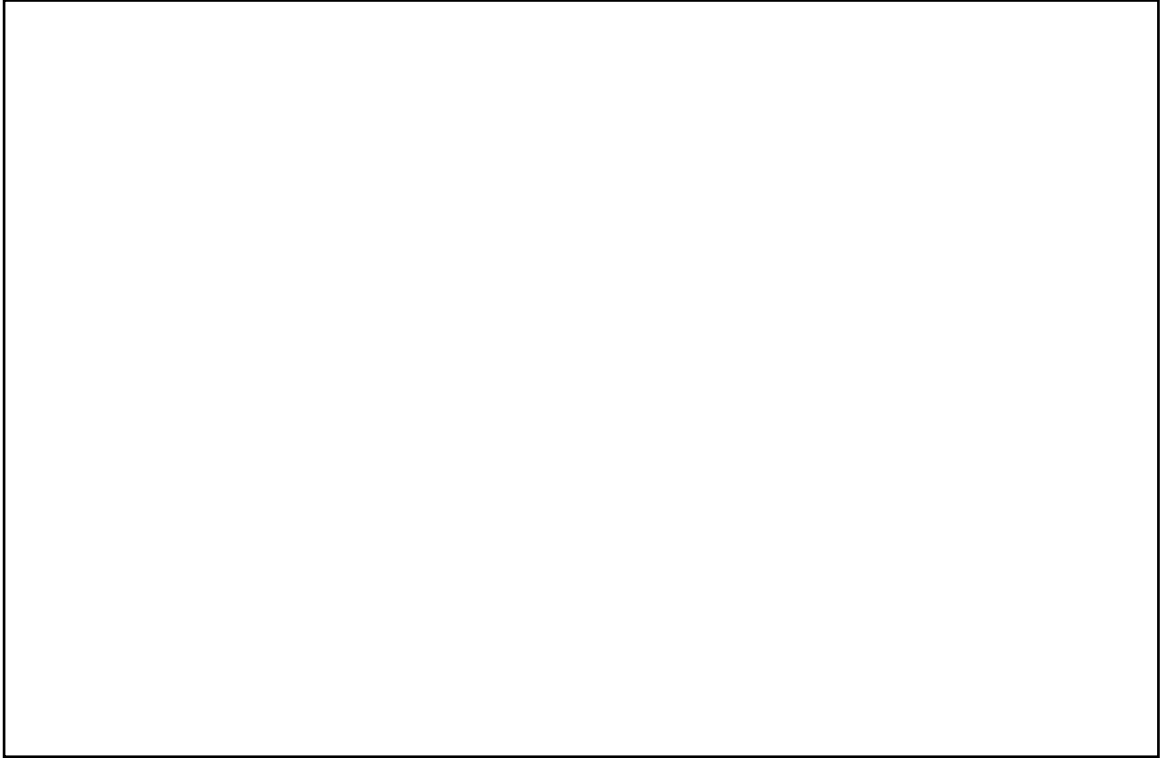
Group trips

Day trips

Other (please write in below)

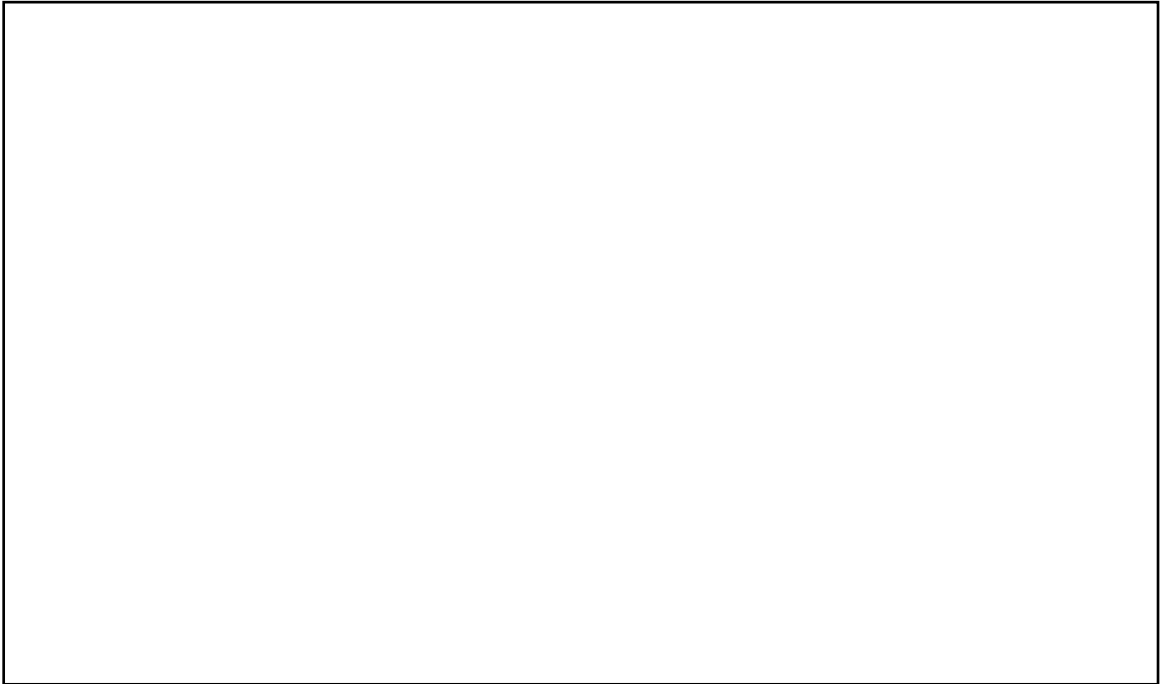
7 If community transport services were reduced, for example operated on fewer days or went to fewer destinations, or if journeys took longer, how would this affect you?

Please write in the box

A large, empty rectangular box with a thin black border, intended for the respondent to write their answer to the question above.

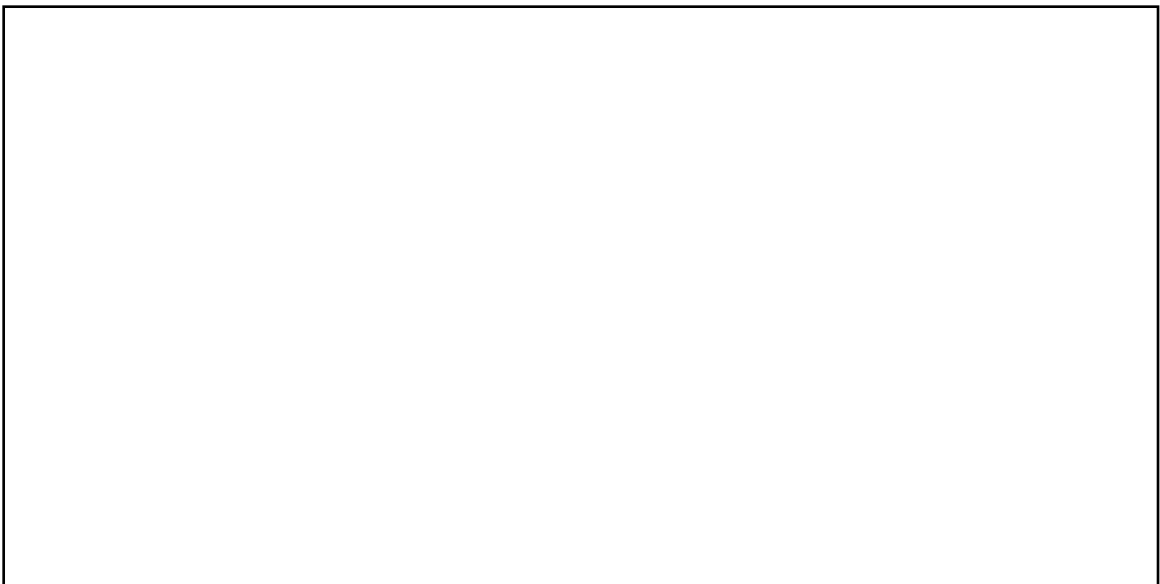
8 If the community transport fare was increased how would this affect you?

Please write in the box



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

Taxi

Lift with friend or relative

Ask relative or friend to help

Would drive myself

Would go less often

Online access to services (eg online banking, online shopping)

Would not be able to access the places you go to

Other (please write in below)

➔ Now please go to Q14

Volunteers on community transport services

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

Little Green Bus

Preston Community Transport

West Lancashire Dial-a-Ride

Community Car Scheme

Burnley, Pendle and Rossendale CVS

Preston, South Ribble, Fylde, Wyre and
Lancaster

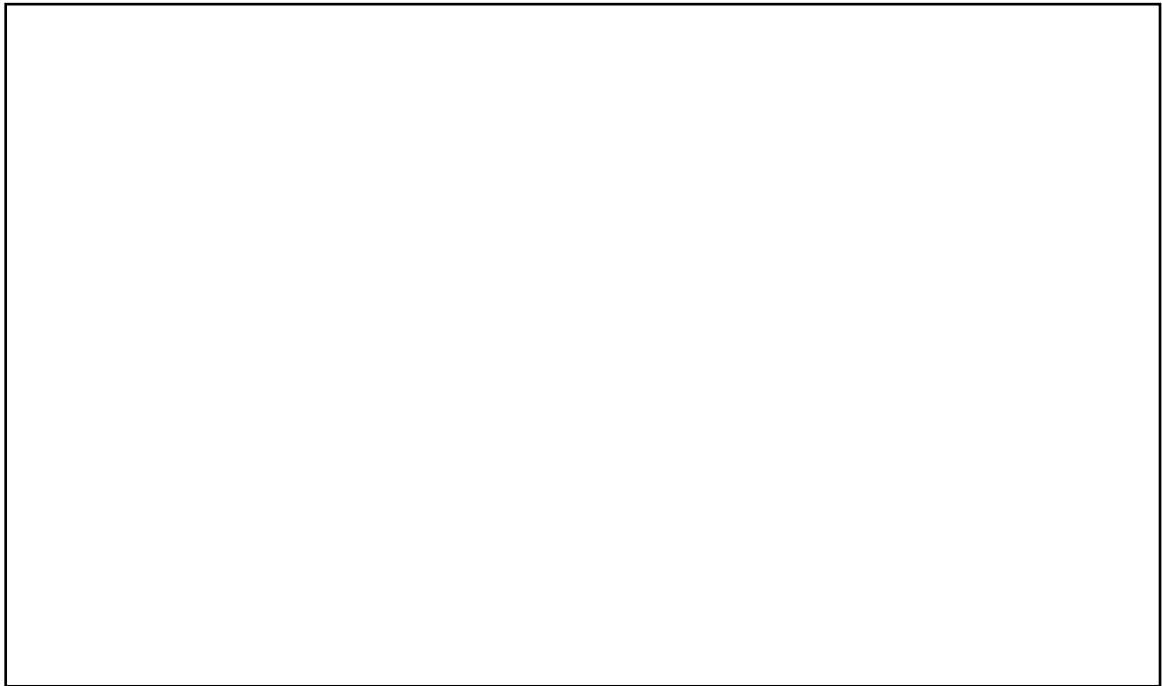
West Lancashire

Chorley

Ribble Valley and Hyndburn

12 Why do you volunteer with a community transport provider?

Please write in the box



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?

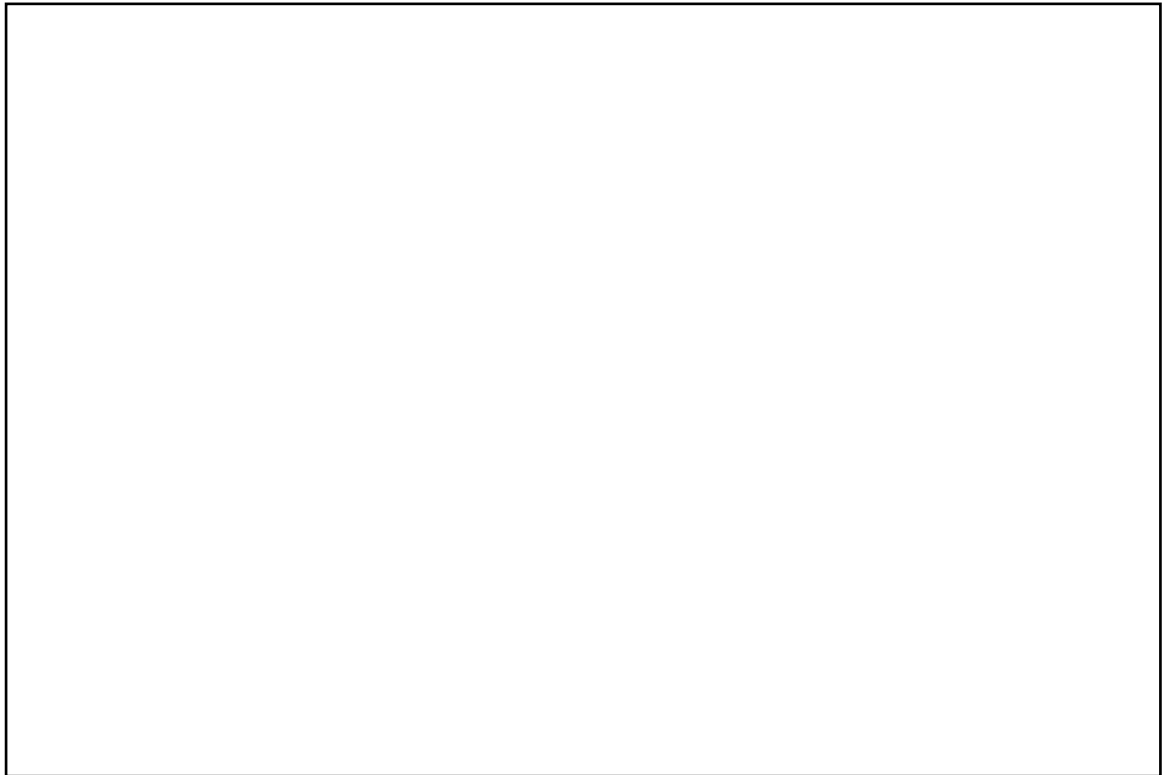
Please write in the box



Your final thoughts

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.

15 Are you...?

Please tick as many as apply

A Lancashire resident

A carer

An employee/volunteer of Lancashire Community
Transport Consortium

An employee of Lancashire County Council/
Travelcare Dial a-Ride

An elected member of Lancashire County Council

An elected member of a Lancashire district council

An elected member of a parish or town council in
Lancashire

A local business owner

A private sector company/organisation

A member of a voluntary or community
organisation

Other (please write in)

16 Are you...?

Please tick one option only

Male

Female

Prefer not to say

17 What was your age on your last birthday?

Please tick one option only

Under 16

16-19

20-34

35-64

65-74

75+

Prefer not to say

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

No

Prefer not to say

19 Which best describes your ethnic background?

Please tick one option only

White

Asian or Asian British

Black or Black British

Mixed

Other

Prefer not to say

20 Are there any children or young people in your household aged under 20?

Please tick as many as apply

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

21 Are there any disabled young people aged 20-25 in your household?

Please tick one option only

- Yes
- No
- Prefer not to say

22 Do you have access to a car or van in which you could travel?

Please tick one option only

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

23 Does your household have access to the internet (dial-up, broadband or mobile internet)?

Please tick one option only

Yes

No

Don't know

Prefer not to say

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.