

# Community transport

Consultation report - 2018

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)

**Lancashire**

County  
Council





**Mick Edwardson, Mike Walker and Jagrutee Patel**

**July 2018**

For further information on the work of Business Intelligence please contact us at  
Business Intelligence  
Lancashire County Council  
County Hall  
Preston  
PR1 8XJ  
Tel: 0808 1443536  
[www.lancashire.gov.uk/lancashire-insight](http://www.lancashire.gov.uk/lancashire-insight)

# Contents

<b>1. Executive summary</b> .....	<b>3</b>
1.1 Key findings .....	3
1.1.1 <i>Community transport service users</i> .....	3
1.1.2 <i>Community transport services volunteered</i> .....	4
1.1.3 <i>Any other comments</i> .....	4
1.1.4 <i>Other responses</i> .....	5
<b>2. Introduction</b> .....	<b>5</b>
<b>3. Methodology</b> .....	<b>5</b>
3.1 Limitations.....	6
<b>4. Main findings</b> .....	<b>7</b>
4.1 Community transport service users .....	8
4.2 Community transport services volunteers.....	15
4.3 Any other comments.....	18
<b>5. Other responses</b> .....	<b>19</b>
5.1 Email responses .....	19
5.2 Letter responses .....	23
<b>Appendix 1 - Demographic breakdown</b> .....	<b>30</b>

# 1. Executive summary

This report summarises the response to Lancashire County Council's consultation on the proposals to reduce funding for community transport.

The consultation was done in two phases. The first phase aimed to establish how the proposed reduction in funding for community transport would affect the service provision of community transport operators. This was done by consulting community transport operators. The information gathered in this phase was used to inform the questions we asked community transport users, volunteers and other interested parties in the second phase of the consultation.

For the second phase of consultation, community transport providers distributed paper questionnaires to their service users and volunteers. An electronic version of the consultation questionnaire was available online at [www.lancashire.gov.uk](http://www.lancashire.gov.uk). PDF, Microsoft Word, large print and easy read versions were also available at [www.lancashire.gov.uk](http://www.lancashire.gov.uk).

416 stakeholders with interests in community transport were emailed at the beginning of the consultation to inform them that the consultation had started and that they could respond online.

The fieldwork ran for ten-weeks between 16 April 2018 and 24 June 2018. In total, 1,062 completed questionnaires were returned (909 paper questionnaire responses and 153 online questionnaire responses).

## 1.1 Key findings

- Over four-fifths of respondents (85%) said that they were users of community transport services, about one in twenty respondents (4%) said that they were volunteers on community transport services and about one in ten respondents (11%) said that they were neither of these.

### 1.1.1 *Community transport service users*

- Over four-fifths of respondents who use community transport (84%) said that they use it because of a disability or health condition.
- Respondents who use community transport were most likely use Preston Community Transport (31%), Central Lancashire Dial-a-Ride (26%), West Lancashire Dial-a-Ride (22%) and Lancashire County Travelcare Dial-a-Ride (20%).
- Nearly half of respondents who use community transport (47%) said that they generally use it a few times a month, and about a third (32%) said that they use it a few times a week.
- For community transport journeys in a car, about two-fifths of respondents (41%) said that they generally spend £2.00 or less on a single community transport journey and about a third (35%) said that they generally spend £2.10 to £5.00.
- For community transport journeys in a minibus about half of respondents (47%) said that they generally spend £2.00 or less on a single community

transport journey and a third (33%) said that they generally spend £2.10 to £5.00.

- The most common reasons respondents gave for travelling on community transport were shopping (67%), leisure/social activity (38%), day trips (29%) and medical appointments (29%).
- Respondents who use community transport were most likely to say, if community transport services were reduced, places would become inaccessible (38%), it would negatively impact on their freedom and ability to stay active (31%), services would become inaccessible (28%) and they wouldn't/might not get out at all/as much (20%).
- When asked how it would affect them if the community transport services fare was increased, over half of respondents who use community transport (53%) said that a modest rise in fare is better than losing the service.
- Respondents who use community transport were most likely to say that if community transport services stopped altogether it would affect them negatively as they rely on the service to stay active (40%), it would lead to isolation/social exclusion (29%), they will be completely housebound (25%), and it would limit/remove access to shopping, socialising and other amenities (24%).
- When respondents were asked how they would get to the places they usually go if they could not use community transport services they were most likely to say they would not be able to access the places they go to (61%), they would use a taxi (47%) and they would go less often (37%).

### ***1.1.2 Community transport services volunteered***

- Respondents who volunteer with a community transport provider were most likely to volunteer with Burnley, Pendle and Rossendale CVS (10 respondents), Preston Community Transport (10 respondents) and Little Green Bus (9 respondents).
- Respondents who volunteer with a community transport provider most commonly said that they volunteer because the service supports/has a positive impact on marginalised elderly (34 respondents) and they have strong commitment towards what the service does (26 respondents).
- When asked how it would affect them if service changes meant that they had to volunteer less, or not at all, respondents who volunteer with a community transport provider most commonly said they wanted to contribute to improve the lives of others (29 respondents), they would be disappointed for service users (28 respondents) and it would be upsetting (25 respondents).

### ***1.1.3 Any other comments***

- When all respondents were asked if they think there is anything else that we need to consider about community transport or that could be done differently, the most common responses were to express satisfaction with the service (keep it/invest in it) (76%) and to describe the service as a 'lifeline' that users rely on (67%).

### 1.1.4 Other responses

- We received seven emails and four letters in response to the consultation including responses from West Lancashire Pensioners Forum, Lancashire 50+ Assembly, Whittingham Parish Council, Woodplumpton Parish Council, Halsall Parish Council, Ribchester Parish Council, Ribble Valley Borough Council, Macular Society (Chorley group), and service users. All the responses express support for the work that the community transport service does and they appeal to us to continue the service or ensure that the savings are made in a way that has the least impact on service users.

## 2. Introduction

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 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.

## 3. Methodology

For the consultation, community transport providers distributed paper questionnaires to their service users and volunteers. An electronic version of the consultation questionnaire was available online at [www.lancashire.gov.uk](http://www.lancashire.gov.uk). PDF, Microsoft Word, large print and easy read versions were also available at [www.lancashire.gov.uk](http://www.lancashire.gov.uk).

416 stakeholders with interests in community transport were emailed at the beginning of the consultation to inform them that the consultation had started and that they could respond online.

The fieldwork was initially due to run for eight-weeks between 16 April 2018 and 10 June 2018. However, during the fieldwork period the closing date was extended by 14 days, ending on the 24 June 2018.

In total, 1,062 completed questionnaires were returned (909 paper questionnaire responses and 153 online questionnaire responses).

The questionnaire included two main sections: one section for users of community transport services and one section for volunteers on community transport services. The section for users on community transport services included nine questions. The questions asked respondents about why they use the service, what community

transport providers they use, how often they use the service, how much they spend on a single journey, what their reasons for travel are, how it would affect them if the service was reduced, or stopped altogether, how it would affect them if the fare was increased, and how they would get to the places that you usually go to if they couldn't use the service. The section for volunteers on community transport services included three questions. Volunteers were asked about which community transport providers they volunteer with, why they volunteer, and how it would affect them if they had to volunteer less, or not at all. All respondents were also asked if they thought there was anything else that we need to consider or that could be done differently with community transport.

The remaining questions asked respondents for information about themselves. For example, if they are a Lancashire resident, or a private sector company/organisation. This information is presented in appendix 1.

In this report respondents' responses to the open questions have been classified against a coding frame to quantify the qualitative data. Coding is the process of combining the issues, themes and ideas in qualitative open responses into a set of codes. The codes are given meaningful names that relate to the issue, so that during close reading of responses it can be seen when similar issues relate to a similar code. As the analysis process continues the coding frame is added to and refined as new issues are raised by respondents. All responses to open questions are then coded against the coding frame, and can be subsequently analysed as quantitative data.

### 3.1 Limitations

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

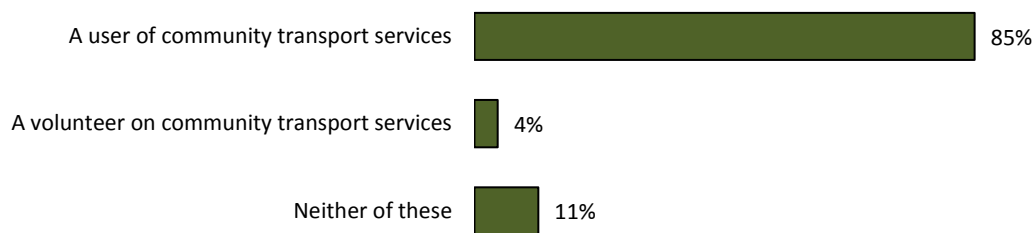
Due to the low number of respondents who volunteer on community transport services the figures in '4.2 Community transport services volunteers' are given as the actual number of respondents and not as a percentage.

## 4. Main findings

Respondents were first asked if they were a user of community transport services, a volunteer on community transport services, or neither of these.

Over four-fifths of respondents (85%) said that they were users of community transport services, about one in twenty respondents (4%) said that they were volunteers on community transport services and about one in ten respondents (11%) said that they were neither of these.

**Chart 1 - Are you...?**



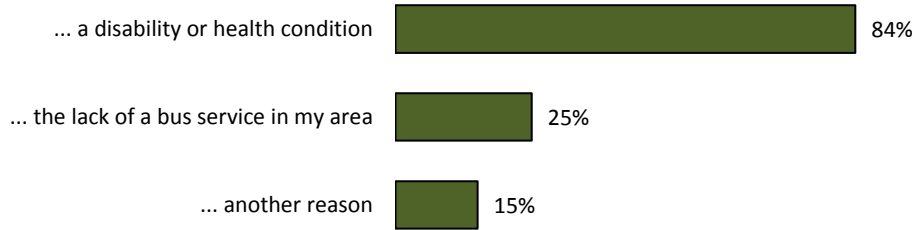
Base: all respondents (1,058)



## 4.1 Community transport service users

Respondents who said that they use community transport were then asked why they use community transport services. Over four-fifths of respondents who use community transport (84%) said that they use it because of a disability or health condition.

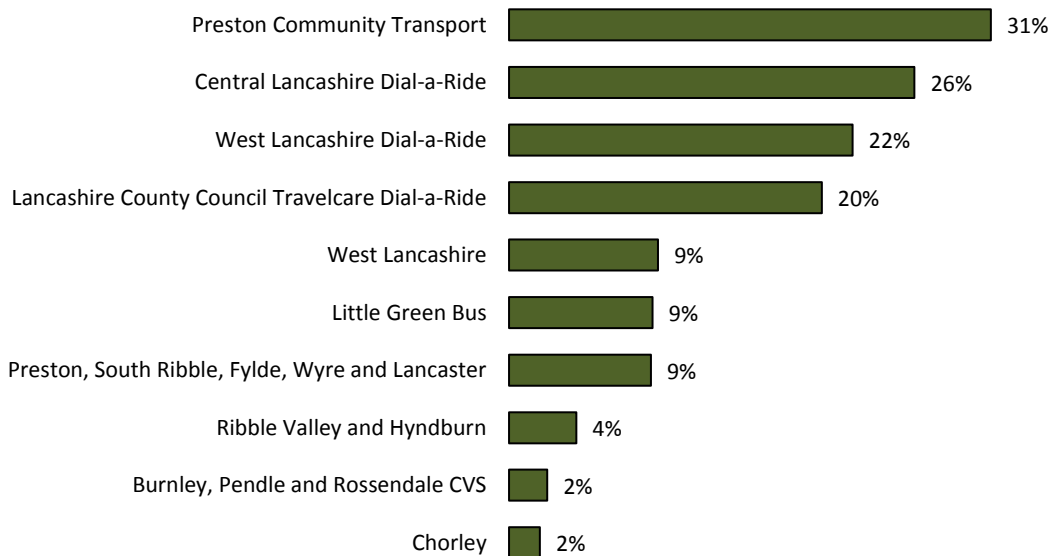
**Chart 2 - Why do you use community transport services? I am unable to access local bus services because of...**



Base: respondents who are community transport users (870)

Respondents who said that they use community transport were then asked which community transport providers they have used in the past 12 months. Respondents were most likely to use Preston Community Transport (31%), Central Lancashire Dial-a-Ride (26%), West Lancashire Dial-a-Ride (22%) and Lancashire County Travelcare Dial-a-Ride (20%).

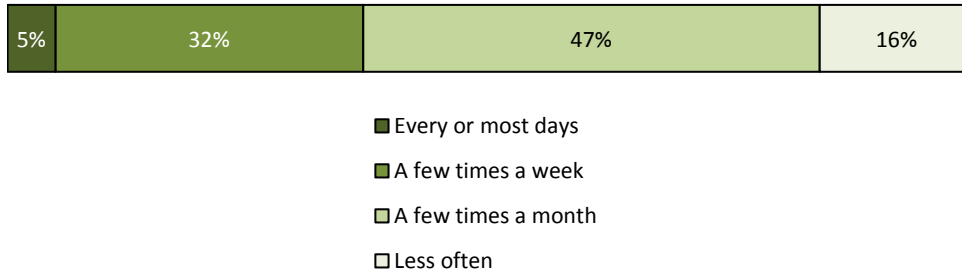
**Chart 3 - Which community transport providers have you used in the past 12 months?**



Base: respondents who are community transport users (868)

Respondents who said that they use community transport were then asked how often they travel using community transport services. Nearly half of respondents (47%) said that they generally use community transport services a few times a month. About a third of respondents (32%) said that they generally use community transport services a few times a week.

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



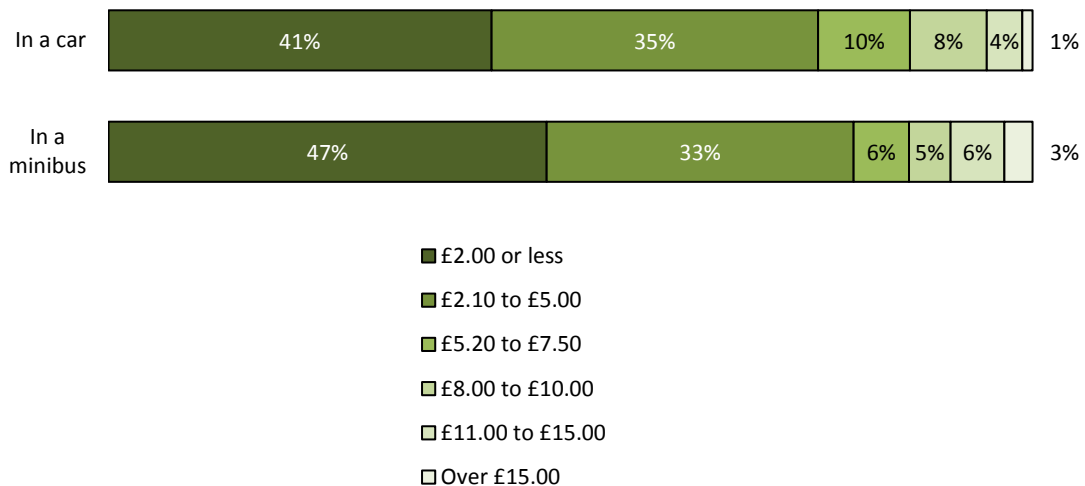
Base: respondents who are community transport users (842)

Respondents who said that they use community transport were then asked how much they generally spend on a single community transport journey (one way).

For community transport journeys in a car about two-fifths of respondents (41%) said that they generally spend £2.00 or less on a single community transport journey and about a third (35%) said that they generally spend £2.10 to £5.00.

For community transport journeys in a minibus about half of respondents (47%) said that they generally spend £2.00 or less on a single community transport journey and a third (33%) said that they generally spend £2.10 to £5.00.

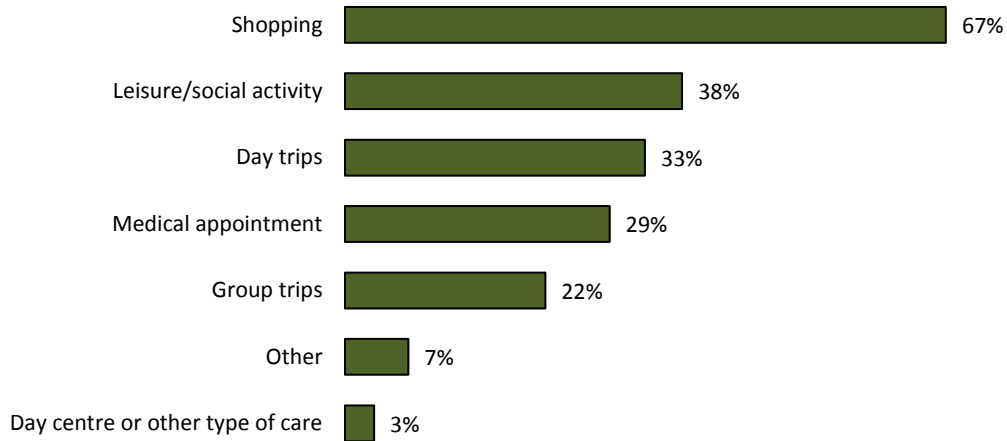
**Chart 5 - Generally, how much do you spend on a single community transport journey (one way)?**



Base: respondents who are community transport users (in a car 181, in a minibus 620)

Respondents who said that they use community transport were then asked what their reasons for travel are. The most common reasons respondents gave for travelling on community transport were for shopping (67%), leisure/social activity (38%), day trips (29%) and medical appointments (29%).

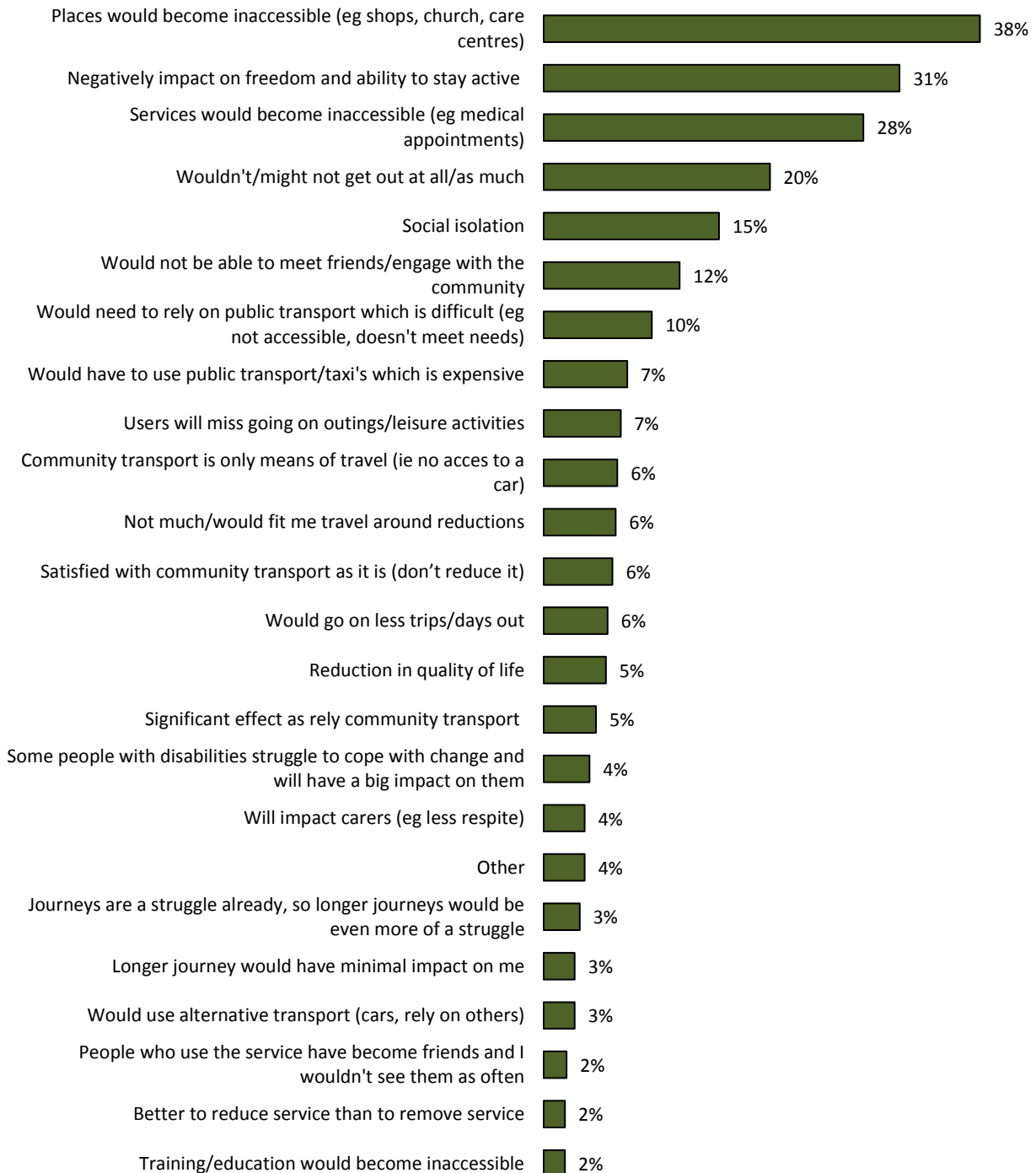
**Chart 6 - What are your reasons for travel?**



Base: respondents who are community transport users (892)

Respondents who said that they use community transport were then asked how it would affect them if community transport services were reduced. Respondents were most likely to say places would become inaccessible (38%), it would negatively impact on their freedom and ability to stay active (31%), services would become inaccessible (28%) and wouldn't/might not get out at all/as much (20%).

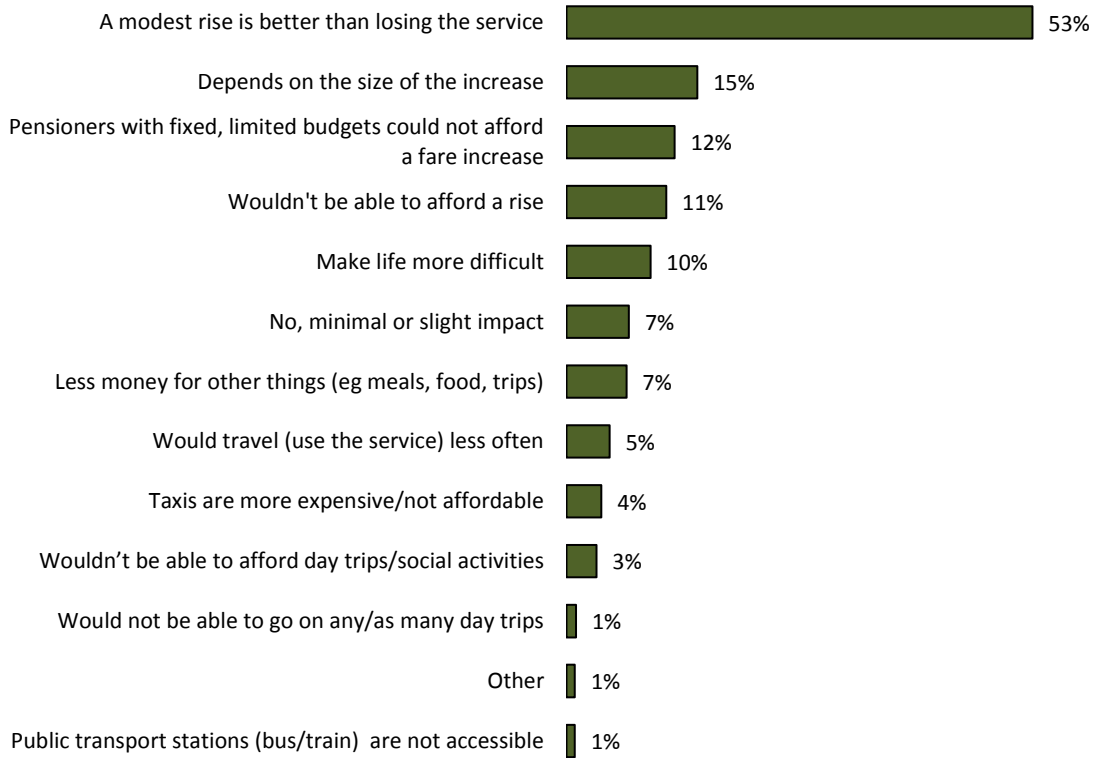
**Chart 7 - If community transport services were reduced, for example operated on fewer days or went to fewer destinations, or if journeys took longer, how would this affect you?**



Base: respondents who are community transport users (693)

Respondents who said that they use community transport were then asked how it would affect them if the community transport services fare was increased. Over half of respondents (53%) said that a modest rise is better than losing the service.

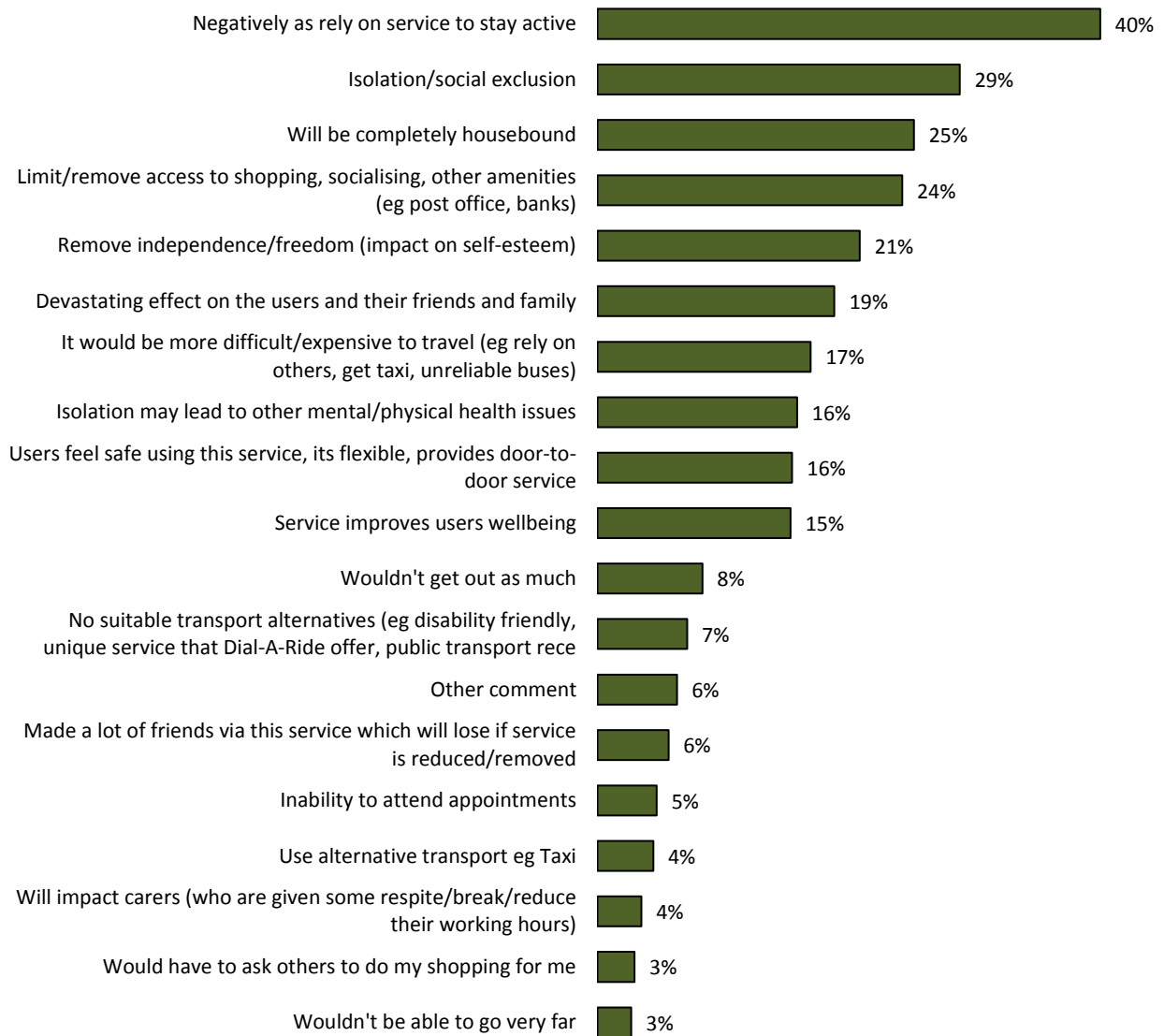
**Chart 8 - If the community transport fare was increased how would this affect you?**



Base: respondents who are community transport users (730)

Respondents who said that they use community transport were then asked how it would affect them if community transport services stopped altogether. Respondents were most likely to say that if community transport services stopped altogether it would affect them negatively as they rely on the service to stay active (40%), it would lead to isolation/social exclusion (29%), they will be completely housebound (25%), and it would limit/remove access to shopping, socialising and other amenities (24%).

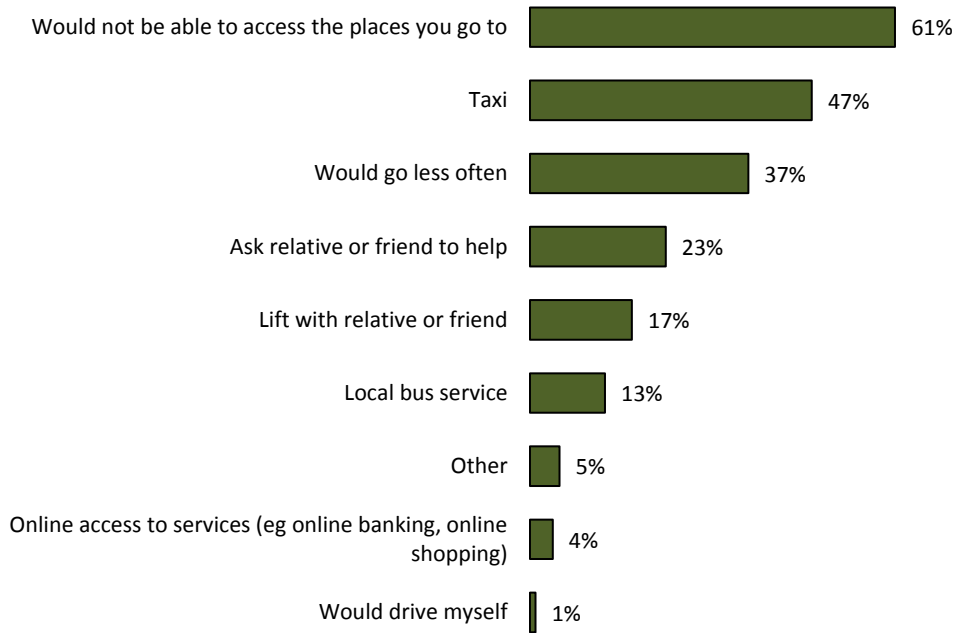
**Chart 9 - If the community transport services stopped altogether how would this affect you?**



Base: respondents who are community transport users (741)

Respondents who said that they use community transport were then asked how they would get to the places they usually go, if changes were made that meant they could not use community transport services. Respondents were most likely to say they would not be able to access the places they go to (61%), they would use a taxi (47%) and they would go less often (37%).

**Chart 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?**

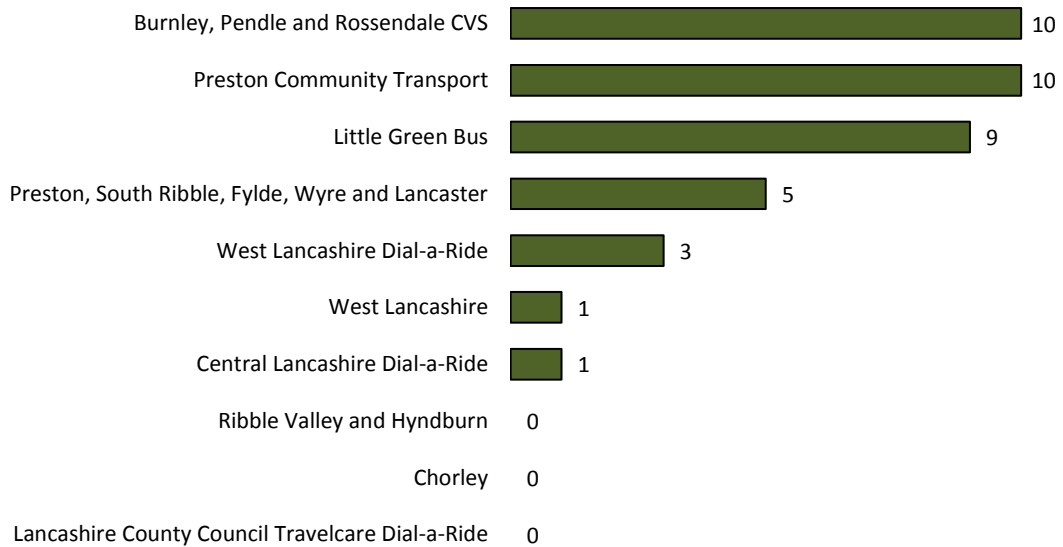


Base: respondents who are community transport users (868)

## 4.2 Community transport services volunteers

Respondents who said that they volunteer with a community transport provider were asked which community transport providers they have volunteered with in the past 12 months. Respondents were most likely to have volunteered with Burnley, Pendle and Rossendale CVS (10 respondents), Preston Community Transport (10 respondents) and Little Green Bus (9 respondents).

**Chart 11 - Which community transport providers have you volunteered with in the past 12 months?**

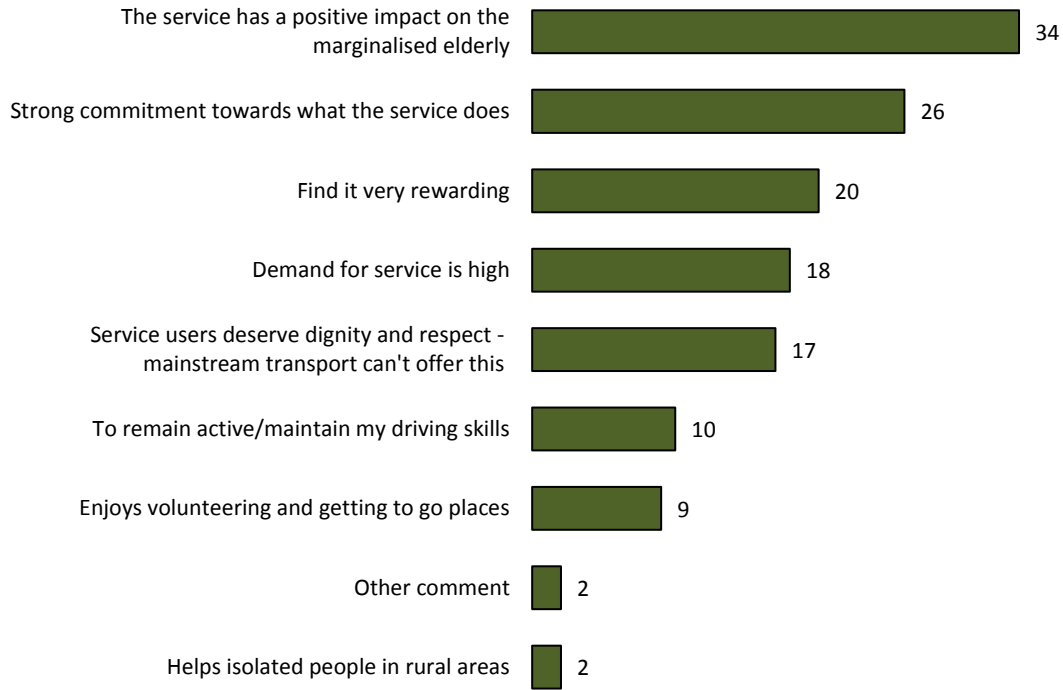


Base: respondents who are community transport volunteers (38)



Respondents who said that they volunteer with a community transport provider were then asked why they volunteer. The most common responses were that the service supports/has a positive impact on the marginalised elderly (34 respondents) and that they have a strong commitment towards what the service does (26 respondents).

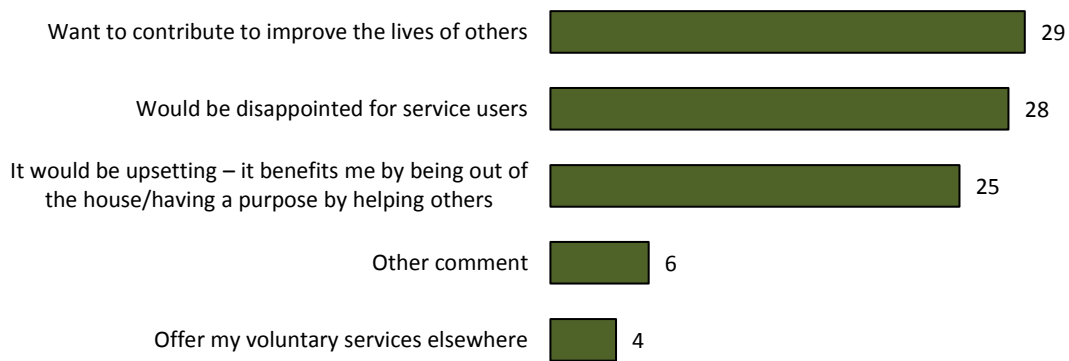
**Chart 12 - Why do you volunteer with a community transport provider?**



Base: respondents who are community transport volunteers (40)

Respondents who said that they volunteer with a community transport provider were then asked how it would affect them if service changes meant that they had to volunteer less, or not at all. The most common responses were that they want to contribute to improve the lives of others (29 respondents), they would be disappointed for service users (28 respondents) and it would be upsetting (25 respondents).

**Chart 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?**

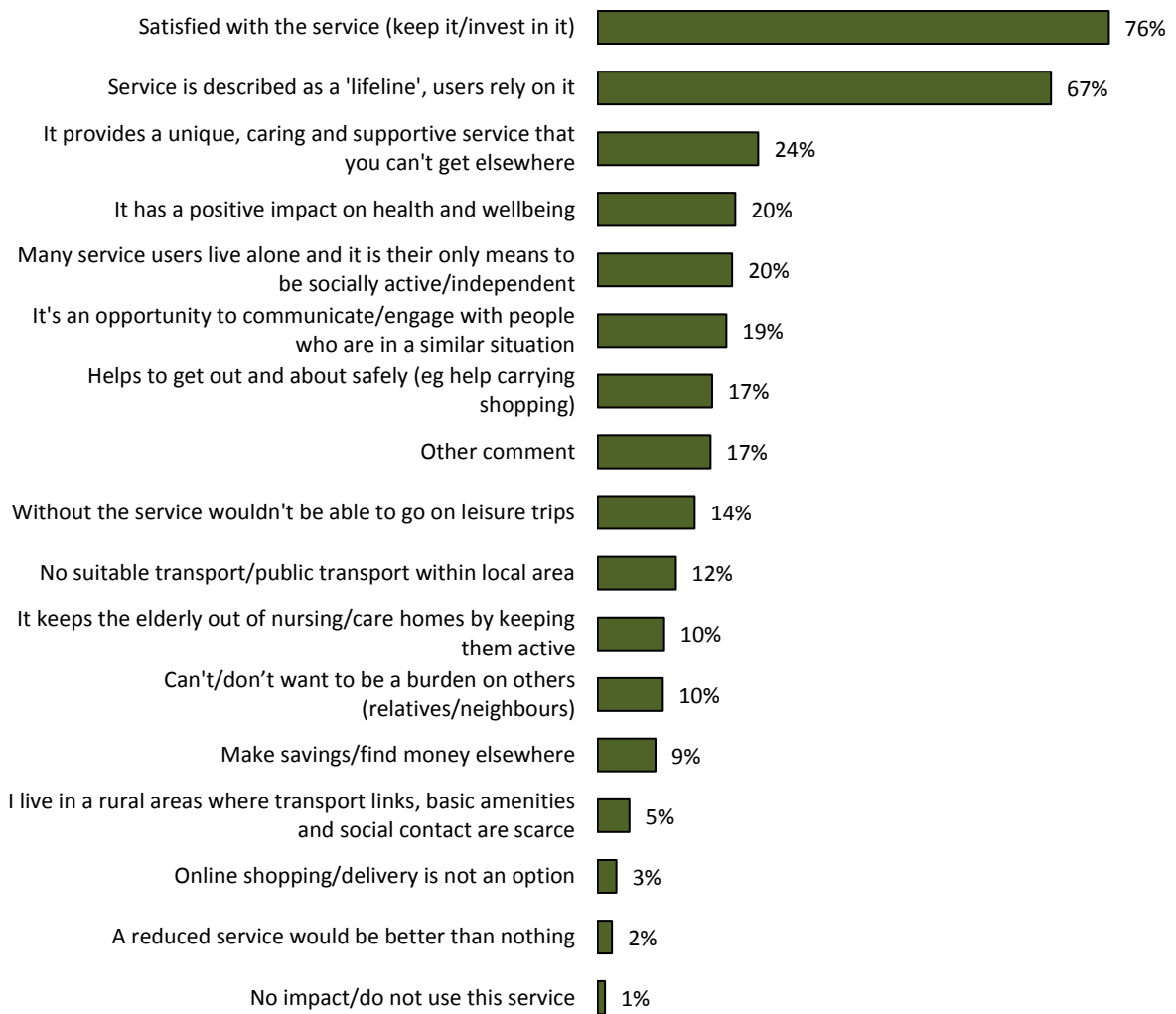


Base: respondents who are community transport volunteers (41)

### 4.3 Any other comments

All respondents were then asked if they think there is anything else that we need to consider about the proposal or that could be done differently. The most common responses were that respondents are satisfied with the service (keep it/invest in it) (76%) and they described the service as a 'lifeline' that users rely on (67%).

**Chart 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.**



Base: all respondents (467)

## 5. Other responses

We also received five emails and four letters in response to the consultation; these responses are presented in the following section. All the responses express support for the work that the community transport service does and they appeal to us to continue the service or to ensure that the savings are made in a way that has the least impact on service users.

### 5.1 Email responses

#### 5.1.1 West Lancashire Pensioners Forum

As a rural area, we are already reduced to the minimum of public transport services but these special services are a lifeline in some instances, especially for residents whose locations are not on a normal bus route but due to disability, are even less able to access them if they were. Please bear in mind the pressure on the NHS to encourage attendance of appointments ie GPs, hospitals etc, otherwise either more home visits will have to be considered or ambulance transportation, both adding pressure to an already stretched service. Then the restriction of mixing and communication thus creating isolation and loneliness.

These are the opinions of our Forum as a whole and would request you consider them in this Consultation period.

#### 5.1.2 Lancashire 50+ Assembly

The 50+ assembly considered the proposal at its meeting on Tuesday 15th May and, in consultation with its wider network, have produced this response. The Assembly regrets the possible decision to reduce funding to these vital services but understands that with current Council budget pressures there is a need for a detailed value for money review. The Assembly would hope that any reduction could be achieved by reviewing administration and operational methods rather than a reduction in passenger service.

The 50+ Assembly covers the whole of Lancashire so this response must be of a general county wide nature. Individual user trips are of a very local necessity and are vital to avoid the growing impact of loneliness and isolation or increased risk of more serious health issues developing because of an inability to travel. The Assembly therefore recommends that before local alterations to community transport there are detailed discussions with local users plus others in the local area who are potential users. The local 50+ forums would be able to assist in this as well as being able to assist with increased use of the vehicles to generate additional usage and revenue whilst achieving a reduction in loneliness and isolation.

On general policy and guidance in respect of this review the 50+ Assembly Transport sub group would be able to assist in any further consultations and would value the opportunity to do so.

The Assembly are aware that in parts of Lancashire there is a very restricted community transport service and would recommend that as part of this review those needs are identified and considered. Rossendale was specifically highlighted at the Assembly meeting.

Local Consultations would be able to assist in considering better use of the existing resources by the change of days or times of activities as well as better use of all smaller vehicles supported by public or charity funds. This would need to include health care providers to ensure that future health care appointments are provided around the time of available community transport.

The decline in public bus services has increased the need for provision of more tailor made services to enable access to essential facilities like health, shopping, and social inclusion. This access will also be needed by visitors to Lancashire [or Lancashire residents living away from home and needing short term care] and within safeguarding constraints there needs to be a method of access to community transport for temporary visitors to an area.

Any increase in fares should be in line with inflation. It should be acknowledged that the present older population is a generation that has not grown up with the digital revolution and many do not have access to a computer.

Any changes in charging procedures should reflect this and always include cash payments. However with a move towards mobile and contactless cards, a variety of payment methods including digital would be supported by the assembly.

### **5.1.3 Whittingham Parish Council**

Members agreed that the service may be essential to residents wishing to access the hospital, doctors and other medical facilities – particularly as frequent travel by taxis is expensive from the rural area. Members recognise the financial pressures that the County Council is facing, but believe it would be wrong to cut a service which provides a valuable lifeline to eligible residents. MIN 09 Members RESOLVED to oppose the funding cuts and suggested that the Council does more to promote and streamline the service to ensure that those who are dependent on the service, still have access a suitable form of community transport.

### **5.1.4 Woodplumpton Parish Council**

Members expressed concern that any cut backs will hit rural residents the most, as they tend to be more isolated and travel by taxis is more expensive.

Before making a decision, Members felt that LCC should provide a breakdown of the number of residents using the service by location and they should do more to maintain or promote alternative transport in those areas.

In addition, many new planning applications require the provision of a Travel Plan to promote car sharing and provide funding for additional public transport

services. As funding is an issue, developers should be asked to provide Travel Plans which address the needs of ALL users - including people, unable to use public transport.

### **5.1.5 Halsall Parish Council**

Halsall Parish Council resolved at the meeting held on 9th May 2018 that current levels of funding should be maintained and savings found elsewhere.

### **5.1.6 Ribchester Parish Council**

Despite much evidence to the contrary the pervading view tends to be that people living in rural areas are wealthy. This view masks the fact that 'real hardship' exists with the elderly who are generally the hardest hit by social isolation and the inability to access suitable services.

Rural deprivation often centres on such isolation to the extent that Public Health England [PHE] defines isolation in terms of the availability of local services. In recent years a number of essential services have begun to retreat from rural areas and in some cases withdrawn altogether. A particularly apt example is Ribchester, which has over the years lost all of its shops bar one, its bank and doctor's surgeries. In consequence there has been an increase in social isolation and loneliness, predominantly but not exclusively, among the elderly.

In addition to the failure of local service providers to meet local needs rural areas have the most expensive energy and transport costs alongside the lowest broadband connections in Europe. The only mitigating factor in this toxic mix is the availability of community transport that allows some measure of independence for its users.

There may well be valid financial reasons for seeking to reduce the cash budget for community transport. But this does not outweigh the arguments in favour of carrying on and certainly should not be carried out at the expense of the most vulnerable members of society.

### **5.1.7 Ribble Valley Borough Council**

A reduction in funding for community transport services will affect many residents in Ribble Valley and we are concerned that any proposed funding cuts will impact heavily on the health and wellbeing for many people across Lancashire. In the borough of Ribble Valley, many local communities are sited in remote rural locations which are some considerable distance from essential everyday services. Community transport service are a lifeline to many people who don't have access to a car or can't drive, there are no other bus services. Whilst we understand as a result of financial pressures Lancashire County Council needs to make savings reductions in spending in this area will affect the most vulnerable in society, including the disabled and the elderly. This will be striking right at the heart of very

vulnerable people in our communities. Community transport partnerships such as the Little Green Bus service in Ribble Valley provide accessible door-to-door and group travel services to older people and people with disabilities. This is not a free service - members contribute towards their fare but it is subsidised, making it an affordable service. Further cuts to community transport will mean that many of our service users will be unable to avail of services, education, work placements, training placements, jobs, and social and leisure opportunities. The knock-on effect of these cuts will be devastating to individuals, parents and carers at a time when welfare reform is already causing significant worry. More often than not, the community transport provision makes the difference between someone being at home and someone being at their job or place of education.

Community transport is provided for some of the most susceptible people in our society including people with learning disabilities and physical disabilities. The vast majority of our service users are unable to drive and, as a rural area, many public transport links are inaccessible or individuals are not able to travel on public transport independently, and other services could put more pressure on statutory services, particularly social care and the NHS. The effect on passengers could mean a decrease in access to health appointments at doctors' surgeries and hospitals, leading to physical and mental health issues not being addressed. As stated earlier, people rely on such transport services to get to work, school, their GPs, supermarkets, and even to stave off isolation and loneliness. Research shows that for older and poorer people, as well as for those with disabilities, community transport can be the difference between being able to get around and feeling trapped, especially in rural areas with few other options. It is also important to the economy of local communities too, ensuring people can get to or find employment, and can spend their money with local businesses.

## 5.2 Letter responses

### 5.2.1 Letter 1 – Macular Society Chorley group

MACULAR SOCIETY

CHORLEY GROUP

21<sup>ST</sup> May 2018

#### TO WHOM IT MAY CONCERN

I write on behalf of the members of the society named above who are users of Dial-A-Ride and rely on transport to our venue each month and on our various outings during the year.

It is an invaluable service and without this service we could not continue with our meetings and outings.

Most of our members are totally visionally or partially impaired and for some it is their only way of getting out to meetings and to meet other people.

I therefore, as their Group Leader of this group I trust that this service will continue in the future.



## 5.2.2 Letter 2

To whom it may concern,

I am a voluntary Team leader of CHAT Carers and bereavement support group based inside Thornton Medical Centre.

We are a self-funded voluntary group offering friendship and support to these 2 sections of our Community.

We use Travelcare bus for 15 of our 21 members, those being 8 over 90, 96 the eldest, and our less able, partly deaf or sight impairment to go out to an activity of a CHAT afternoon. We use Travelcare about once every 5 weeks.

This service has been invaluable to use both financially and practically. Being elderly or disabled prevents these 15 from using public transport etc. and is a lifeline to keep these members involved in an activity and trying to regain the quality of life they would like to have following a bereavement or a caring role.

Being self-funded and a small voluntary group Travelcare costs are reasonable and affordable for us to hire. If the service costs were increased we would not be able to go out to an outside activity, and similarly if the service was stopped.

I have completed, fully, about 7 questionnaires but all 21 forms would answer the questions in the same way as detailed above.

I have enclosed a list of members' names and details, (which I ask you to shred when you have taken note.) As so many are over 90, disabled, partly sighted I have completed these forms on their behalf. You are free to ask if permission was granted - it was.

I hope that you will take into account the reasons given here and in these forms as to why we would urge you to continue Travelcare's excellent, existing service.

Yours sincerely,

5.2.3 Letter 3

My husband and myself  
live in a very small village  
by the name of Langlo,  
ten miles from Clidise.  
The village has just one  
shop which carries just a  
small number of basic groceries.  
The "Little Green Bus" collects  
us from our door which.

is excellent as we are  
now approaching 90 years  
and 87 years respectively  
The "Green Bus" takes us  
to a Super Market of our  
choice in Cliphedge which  
carries off of our groceries  
and our needs.

one and a half hours later  
the bus returns and our very  
helpful driver - David

loads our heavy grocery  
bag onto the bus, and  
off we go - plenty of  
food for the coming  
week.

We are deposited at our  
front door, our excellent  
driver - David, carries our  
heavy shopping into the  
house  
It would be very.

---

living here without

the excellent service  
provided by "The Little  
Green Bots"

## 5.2.4 Letter 4

DEAR LANCASHIRE COUNTY COUNCIL,  
IT HAS COME TO MY KNOWLEDGE THAT WE  
PENSIONERS IN PENWORTHAM ARE IN DANGER  
OF LOOSING OUR COMMUNITY BUS, TUESDAY  
AND FRIDAY. THAT BUS IS A LIFELINE I AM  
91 YEARS OLD, TRYING TO KEEP MY INDEPENDANCE  
MY DAUGHTER LIVES IN YORKSHIRE, MY SON  
LIVES IN SOUTH WALES, NEIBOURS ALL WORK,  
SO MY ONLY OUTING (MORE OR LESS) IS  
THE BUS TO TAKE ME TO BOOTHS TWICE A  
WEEK. PLEASE DON'T TAKE THAT AWAY.  
I CAN'T CARRY SHOPPING HOME FROM  
THE NO 3 SERVICE BUS, TAXIS ARE TOO  
EXPENSIVE ON A PENSION. I HOPE YOU WILL  
CONSIDER US AND NOT PENALISE THE MOST  
VUNNERABLE MEMBERS OF THE COMMUNITY.

YOURS SINCERELY

## Appendix 1 - Demographic breakdown

**Table 1 - Are you responding to this consultation as...?**

	%
A Lancashire resident	95%
A member of a voluntary or community organisation	13%
A carer	9%
Parish or town council in Lancashire (individual and group respondents)	4%
Other	4%
An employee/volunteer of Lancashire Community Transport Consortium	3%
An elected member of a Lancashire district council	1%
A private sector company/organisation	<1%
A local business owner	<1%
Other local organisation	<1%
An employee of Lancashire County Council/Travelcare Dial a-Ride	<1%
Member of Parliament	<1%
An elected member of Lancashire County Council	<1%

Base: all respondents (1,008)

**Table 2 - Are you...?**

	%
Male	20%
Female	79%
Prefer not to say	1%

Base: all respondents (1,016)

**Table 3 - What was your age on your last birthday?**

	%
Under 16	0%
16-19	0%
20-34	1%
35-64	13%
65-74	18%
75+	64%
Prefer not to say	4%

Base: all respondents (1,012)

**Table 4 - Are you a deaf person or do you have a disability?**

	%
Yes	63%
No	31%
Prefer not to say	5%

Base: all respondents (952)

**Table 5 - Which best describes your ethnic background?**

	%
White	97%
Asian or Asian British	<1%
Black or Black British	<1%
Mixed	<1%
Other	0%
Prefer not to say	3%

Base: all respondents (1,018)

**Table 6 - Are there any children or young people in your household aged under 20?**

	%
No, but expecting	5%
Yes, aged under 5	<1%
Yes, aged 5-8	1%
Yes, aged 9-11	1%
Yes, aged 12-16	1%
Yes, aged 17-19	2%
No children aged under 20	87%
Prefer not to say	4%

Base: all respondents (829)

**Table 7 - Are there any disabled young people aged 20-25 in your household?**

	%
Yes	2%
No	95%
Prefer not to say	3%

Base: all respondents (947)

**Table 8 - Do you have access to a car or van in which you could travel?**

	%
Yes – as passenger	10%
Yes – as a driver	15%
No	71%
Don't know	1%
Prefer not to say	4%

Base: all respondents (993)



**Table 9 - Does your household have access to the internet (dial-up, broadband or mobile internet)?**

	%
Yes	40%
No	53%
Don't know	2%
Prefer not to say	4%

Base: all respondents (1,005)