

# The Future Provision of Subsidised Bus Services Easy Read Summary

Report Produced by



March 2016

## **Wiltshire People 1<sup>st</sup> Response to Wiltshire Council Public Transport Consultation**

Wiltshire Council's stated aims for the public consultation were to find ways to spend less money on subsidised public transport.

Currently, the council says it contributes £5 million towards keeping a number of bus services and community transport schemes operating, so people can get around Wiltshire, but it now needs to look at making savings. The Council wanted to hear the people of Wiltshire's ideas on the best way to do this.

The public consultation was via an online survey. This was not accessible to people with learning difficulties so we spent time preparing a simplified easier to understand version.

Wiltshire People 1<sup>st</sup> is the user led self-advocacy organisation promoting the rights and inclusion of people with learning difficulties and other needs in the county, working to enable people to have a voice and be included in their communities.

The following is a summary of how Wiltshire People 1<sup>st</sup> consulted with its members and what we found out.

### **What we did**



Wiltshire People First translated the council survey into easy read to find out what our members thought.



People were given support if needed to fill in the survey and to ask questions.

## Summary of Findings

### Who took part?



14 people with learning difficulties, autism or with other needs took part in the survey.



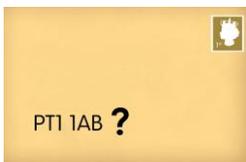
1. 7 Male 7 Female



2.

|          |          |     |
|----------|----------|-----|
| Under 18 | 3 people | 21% |
| 18 – 24  | 3 people | 21% |
| 25 – 34  | 2 people | 14% |
| 35 – 44  | 1 person | 7%  |
| 45 – 54  | 3 people | 21% |
| 55 – 64  | 1 person | 7%  |
| 65 – 74  | 1 person | 7%  |

### 3. Which postcodes?



|          |          |
|----------|----------|
| BA12 8SA | BA14     |
| BA14 0BD | BA14 8JN |
| BA14 8AG | BA12 9BW |
| BA14 0EW | BA14 9TA |
| BA14 9ER | SN13 9PZ |
| SN96JR   | BA14     |



4. All 14 had Learning Difficulties 100%



5. 9 also had mobility impairments 64%



6. No-one was able to drive a car or motorcycle – all were dependent on public transport, taxis or lifts from friends and families to get around.

**7. People used the bus for the following reasons:**



|  | At least 5 times a week | 2-3 times a week | Once a week | Once or twice a month | A few times a year | I never use the bus |
|--|-------------------------|------------------|-------------|-----------------------|--------------------|---------------------|
| To get to work                             |                         | 1                |             |                       |                    |                     |
| To go shopping                             | 3                       |                  | 3           | 1                     |                    |                     |
| To visit family or friends                 |                         | 2                |             | 2                     | 1                  |                     |
| To get to a doctors or medical appointment |                         |                  |             | 2                     | 2                  |                     |
| To get out and about                       |                         | 4                | 2           | 3                     |                    |                     |



To get to work

1



To go shopping

3

3

1



To visit family or friends

2

2

1



To get to a doctors or medical appointment

2

2

To get out and about

4

2

3



8. 13 People had a concessionary bus pass

## Bus Services

Last year Wiltshire Council spent £5.1 million on local bus services. Most of this money was spent on services which link towns and villages. Money is also spent on bus services in towns

9. Which of the following services do you think the council should support?

Number of people who felt:

Important

Neither  
important or  
unimportant

Not  
important



Buses which link main towns within and beyond Wiltshire?

11

3

0



Town services

12

2

0



Evening services (those

5

4

4

|   |   |  |    |   |   |
|---|---|--|----|---|---|
|   | → | which operate after 7pm)                         |    |   |   |
|  |   | Sunday and Bank holiday services                 | 6  | 4 | 3 |
|  |   | Rural services which run a few times a day       | 10 | 3 | 0 |
|  |   | Rural services which only run a few times a week | 7  | 4 | 2 |

### Options for saving

#### Option 1: Stop most evening services in (buses after 7pm)











Agree

7

Disagree

7

**10. People who thought buses should be stopped after 7pm**

**11. If evening buses were stopped, how would this affect you?**

- 
7 people (50%) said they wouldn't be affected at all, as they rarely, if ever use such a service
- 
4 people (29%) might be affected, but could probably make other arrangements
- 
2 people (14%) would be affected by this quite a lot



1 person (7%) said this would have a big impact on them personally

## Option 2: Stop Sunday and Bank Holiday Services



**Yes**

**No**

**12. People who thought Sunday and Bank Holiday Services should be stopped**

6 (43%)

8 (57%)

**13. If buses on Sundays and Bank Holidays were stopped, how would this affect you?**



8 people (57%) said it wouldn't affect them as at all, as they rarely, if ever use such a service



4 people (29%) might be affected, but could probably make other arrangements



1 person (7%) would be affected by this quite a lot



1 person (7%) said this would have a big impact on them personally

## Option 3: Change the hourly services which run Monday to Friday to a 2 hourly service, to save some money



**Agree**

**Disagree**

**14. Do you agree with hourly services being changed to every 2 hours?**

4 (29%)

10 (71%)

**15. If buses ran every 2 hours instead of every hour, how would this affect you?**



3 people (21%) said it wouldn't affect them as at all, as they rarely, if ever use such a service



2 people (14%) might be affected, but could probably make other arrangements



4 people (29%) would be affected by this quite a lot



5 people (36%) said this would have a big impact on them personally

### Rural bus service

**Option 4: Reduce rural bus services to 2-3 buses a day on regular routes and stopping most rural services.**



**16. Do you agree with buses between villages and towns being reduced?**

5 (36%)

**Disagree**

9 (64%)

**17. If the Council was to reduce rural services, how would this affect you?**



5 people (36%) said it wouldn't affect them as at all, as they rarely, if ever use such a service



3 people (21%) might be affected, but could probably make other arrangements



3 people (21%) would be affected by this quite a lot



3 people (21%) said this would have a big impact on them personally

### Town bus service

**Option 5: Reduce town bus service to 2-3 buses a day. At the moment they run hourly.**



**Agree**

**Disagree**

3 (21%)

11 (79%)

**18. Do you agree with town bus services being reduced?**

**19. If the Council changed the service from running hourly to 2-3 a day, how would this affect you?**



3 people (23%) said it wouldn't affect them as at all, as they rarely, if ever use such a service



1 person (8%) might be affected, but could probably make other arrangements



5 people would be affected by this quite a lot



5 people said this would have a big impact on them personally

**Option 6: Stop all buses that the Council helps to pay for.**

**(If this happened, the Council would still spend some money on paying for community transport, a bus to get to hospital etc)**



**Agree**

**Disagree**

2 (14%)

12 (86%)

**20. Do you agree with the Council stopping funding for all buses?**

**21. If the Council was to stop all services, how would this affect you?**



2 people (15%) said it wouldn't affect them at all, as they rarely, if ever use such a service



1 person (8%) might be affected, but could probably make other arrangements



3 people (23%) would be affected by this quite a lot



7 people (54%) said this would have a big impact on them personally

**22. To keep some services running, the Council is thinking about whether other organisations, individuals or community groups could run some of the services. What do you think about this?**



**Agree**

**Neither agree nor disagree**

**Disagree**



This could be a good idea

7

2

4



If a service doesn't have enough people using it, it should be stopped

5

4

3



The service should be kept even if I have to pay more

7

1

4



If communities want to keep the services, they should raise the money themselves

11

1

0

## Community and voluntary transport schemes

The Council helps pay for community and voluntary transport schemes.

### 23. Have you ever heard of or used a community or voluntary transport scheme in Wiltshire?



8 people (57%) had heard of the services but never used them

2 people (14%) had used a scheme

4 people (29%) had never heard of a scheme



#### Other comments:

- I can't get to meetings if the buses are cut. When I go on days out I would like a frequent bus service to ensure my safety. I do not want less frequent buses because I will be waiting a long time for buses and wide gap in connections. I do not want the buses cut because it would restrict where I could go. It is important the buses run at peak times because that is when the majority of people want to use them.

Everybody has their own reasons to use the buses and they won't manage without them because they may not be able to drive. Some people use evening buses for college.

- I have learning difficulties so changing the bus times would affect me as I would find it difficult to learn new times and I can't read or understand the timetable without help.
- I've got a learning disability and it would affect me as I travel to Melksham to go to football training if no-one can take me to and from. As they've changed the last time of the bus to 6:03pm from 7pm onwards. I think that's a bit confusing for me as I found it difficult to understand. I think changing the times of buses is ridiculous so I would disagree with what they are doing to the bus times.
- Changes to the bus service would affect me because my family would worry about me not being able to travel.
- To use Link scheme you have to be a member. If buses were stopped I wouldn't be able to visit my wife in hospital - taxi and train are too expensive. Why doesn't the Council spend less on taxis and spend more on keeping bus services. Need to get to Salisbury, Westbury and Bath.
- Might be less reliable. People might be put off using them.
- If the buses are cancelled I will have to pay a lot of money to use a taxi service whereas with the bus I have a free bus pass. It will limit my independence.
- If the bus was late I would get anxious and cross
- If buses were changed it would affect the things I can do.
- May have difficulty travelling if some services are reduced. Could be late for certain appointment. I would worry or panic if I was late.



The easy read survey and the results of the consultation with members, was undertaken and written by Wiltshire People 1st.



If you would like more information about this report please contact [admin@wiltshirepeople1st.org.uk](mailto:admin@wiltshirepeople1st.org.uk) or Call us on 01380 879100