

Warwickshire County Council

Warwickshire Enhanced
Partnership Consultation
Response Report

February 2022



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Warwickshire Enhanced Partnership Consultation Response Report

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Produced by:



For:

Warwickshire County Council

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Appendices

Appendix A: Ask Warwickshire EP Consultation Survey Questionnaire

1. Introduction

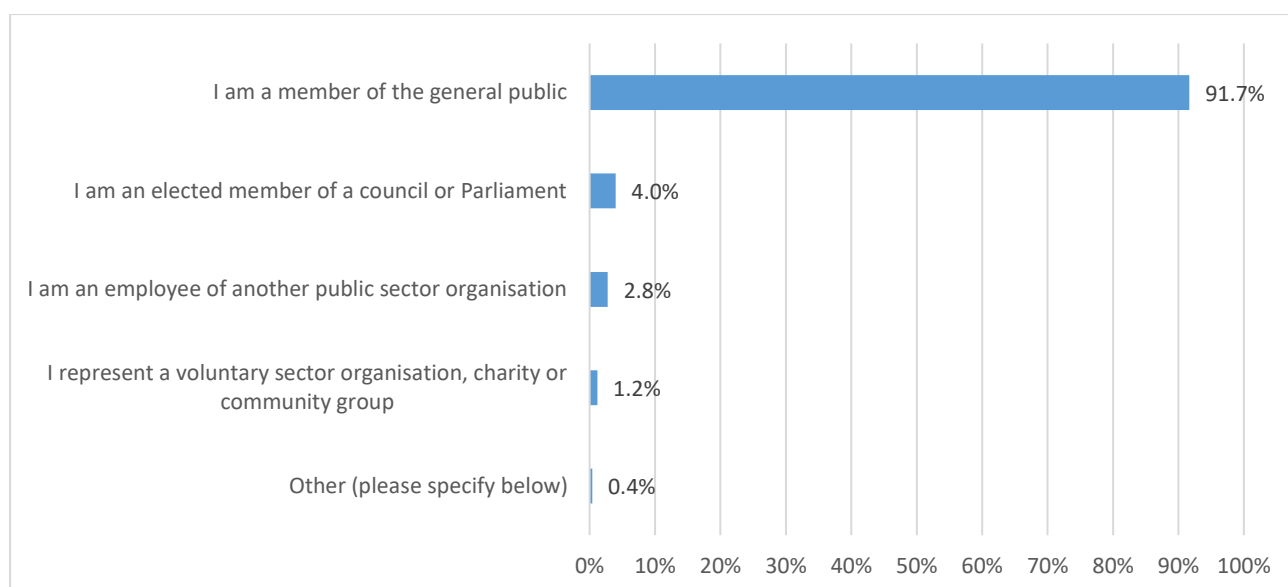
- 1.1 This report brings together the responses received as part of the consultation on the Warwickshire Enhanced Partnership (EP) Plan and Scheme.
- 1.2 An online survey was developed to understand opinion on the EP Plan and first EP Scheme amongst people living and working in Warwickshire, and those who represented voluntary organisations, public sector organisations, and elected members of a council or Parliament.
- 1.3 The survey was hosted on the Ask Warwickshire portal and ran between 4th January and 1st of February 2022. A copy of the full survey questionnaire can be found in Appendix A.
- 1.4 The Ask Warwickshire EP Consultation Survey was promoted through several channels including on the WCC website and via social media, as well as through parish and town councils; local Councillors; and other stakeholders that were considered to be in a good position to promote the survey. In addition, Cllr Redford and Claire Walters (Chair of the EP Board, and Chief Executive of Bus Users UK) promoted the consultation in a radio interview that was broadcast on a local community radio station in Stratford-upon-Avon.
- 1.5 As well as the online survey format, the survey was provided in alternative formats (including an easy read version) and paper copies were distributed on request.
- 1.6 There was a total of 252 responses to the survey, the majority of which were members of the general public.
- 1.7 In addition, and following statutory processes as set out in the Transport Act 2000 S138F, a number of statutory consultees were consulted on the EP Plan and Scheme. These included:
 - other local authorities that would be affected by the proposals;
 - the Traffic Commissioner;
 - the Chief Officer of Police for Warwickshire;
 - Transport Focus;
 - the Competition and Markets Authority (CMA)
- 1.8 Views were sought on the EP Plan and Scheme and whether these satisfactorily met their requirements from their individual organisations' perspective. These qualitative responses are set out in Section 4 of this report.

2. Consultation Results - Demographics

Sample characteristics

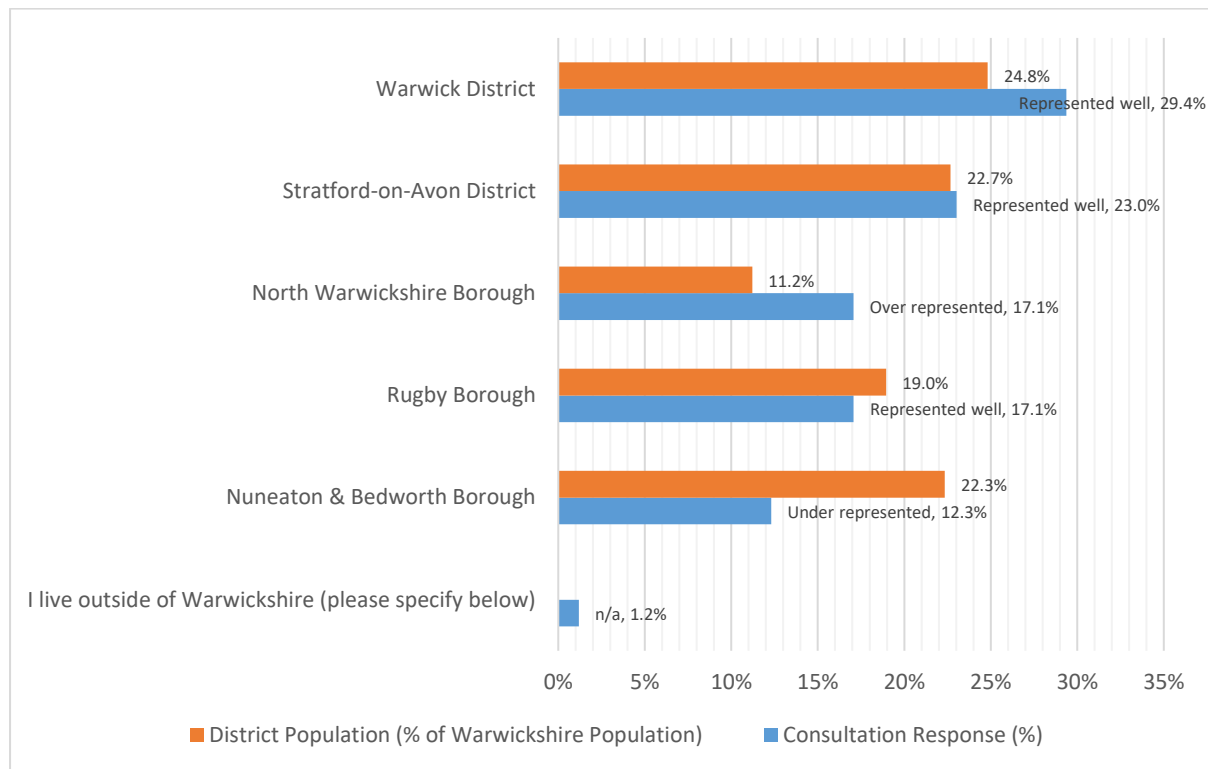
- 2.1 In total, 252 people responded to the survey in online and paper-based form. 91.7% of respondents were members of the general public with only a relatively small number of respondents answering on behalf of members of groups or as an elected member of parliament (Figure 2-1).

Figure 2-1: Survey response by respondent type (n=252)



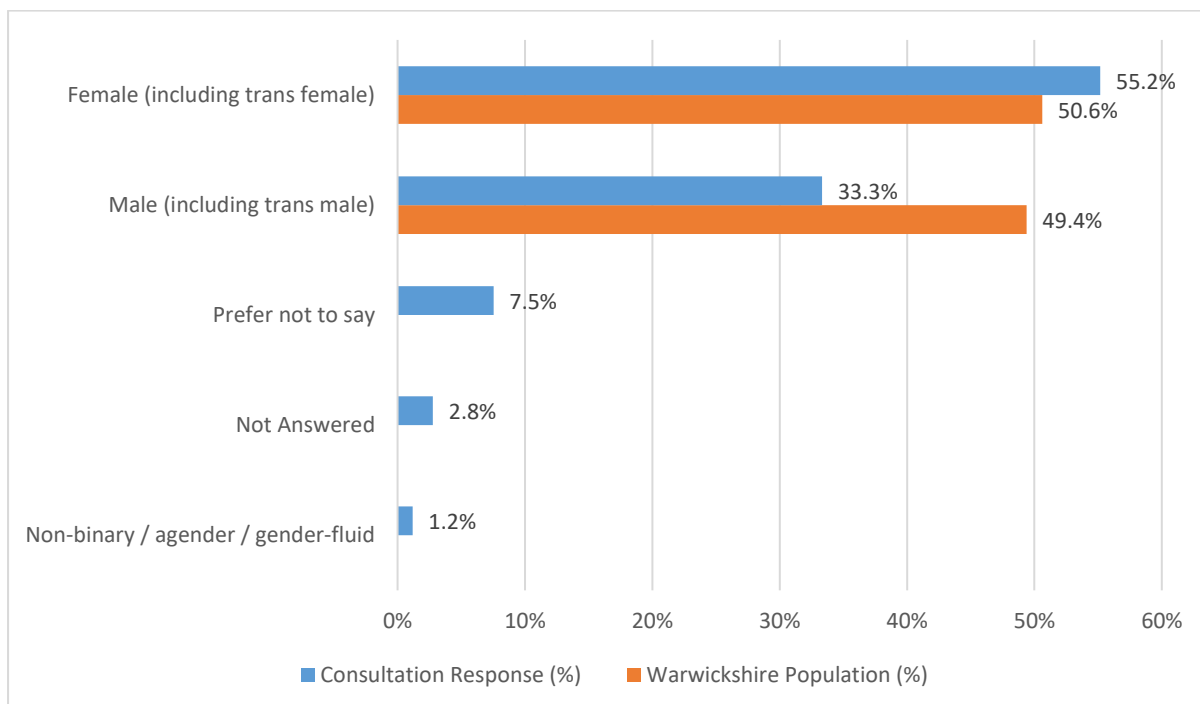
- 2.2 The majority of respondents to the survey lived or worked in Warwickshire (see Figure 2-2). The responses were relatively representative of the county as a whole, with Warwick, Stratford-upon-Avon and Rugby Districts well represented, whilst North Warwickshire Borough was overrepresented, and Nuneaton and Bedworth Borough underrepresented in the consultation.

Figure 2-2: Survey response by respondents' home or work location (n=252)



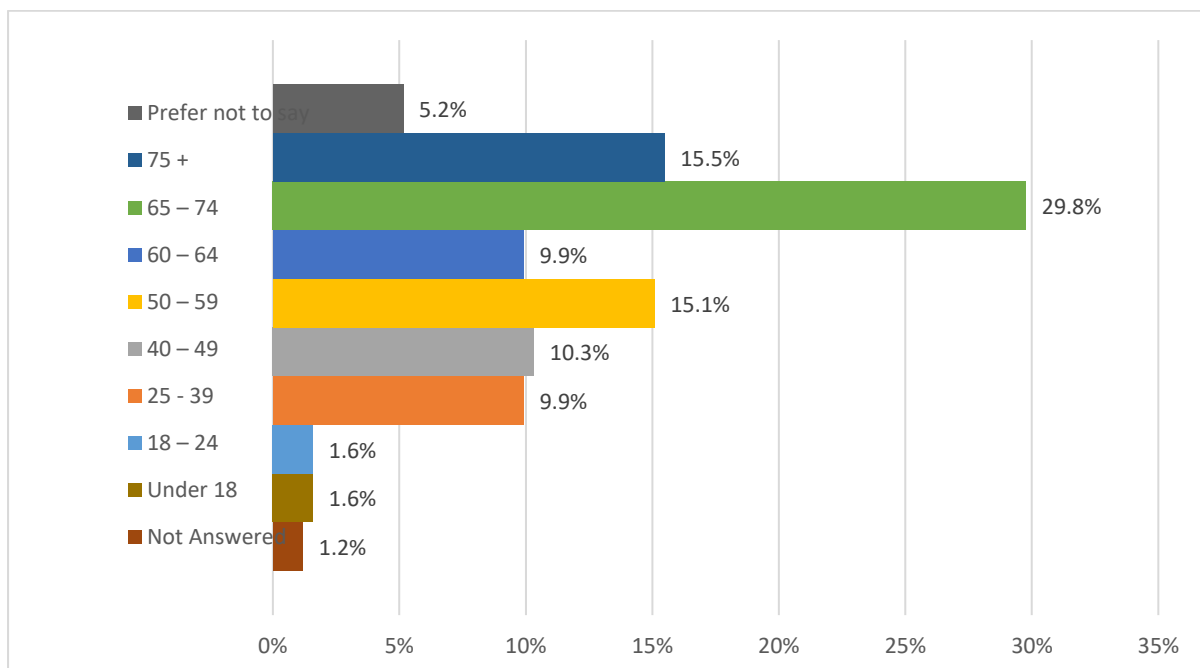
2.3 55.2% of survey respondents identified as female and 33.3% as male (Figure 2-3). Whilst those identifying as male are well represented, the percentage is lower than the average for Warwickshire (49%).

Figure 2-3: Survey response by gender (n=252)



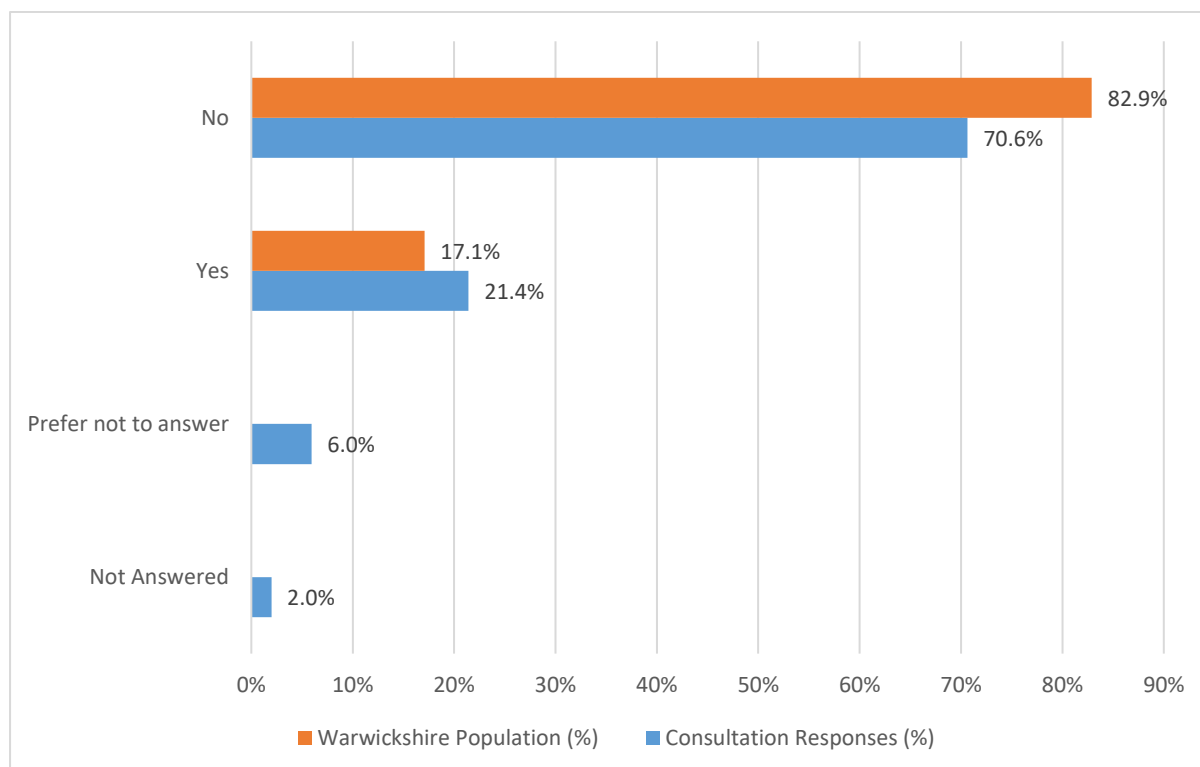
2.4 The age profile of respondents was skewed towards the older age groups (see Figure 2-4), with the most prevalent age category being 65-74 year olds, followed by those aged 75+.

Figure 2-4: Survey response by age (n=252)



- 2.5 21.4% of respondents reported that they have a long-standing illness or disability (Figure 2-5). The profile of Warwickshire¹ notes that 7.7% of the population of Warwickshire have a disability that limited their day-to-day activities 'a lot', and 9.4% are limited 'a little,' whilst 82.9% of the population are not limited at all.

Figure 2-5: Survey response by personal health and disability (n=252)

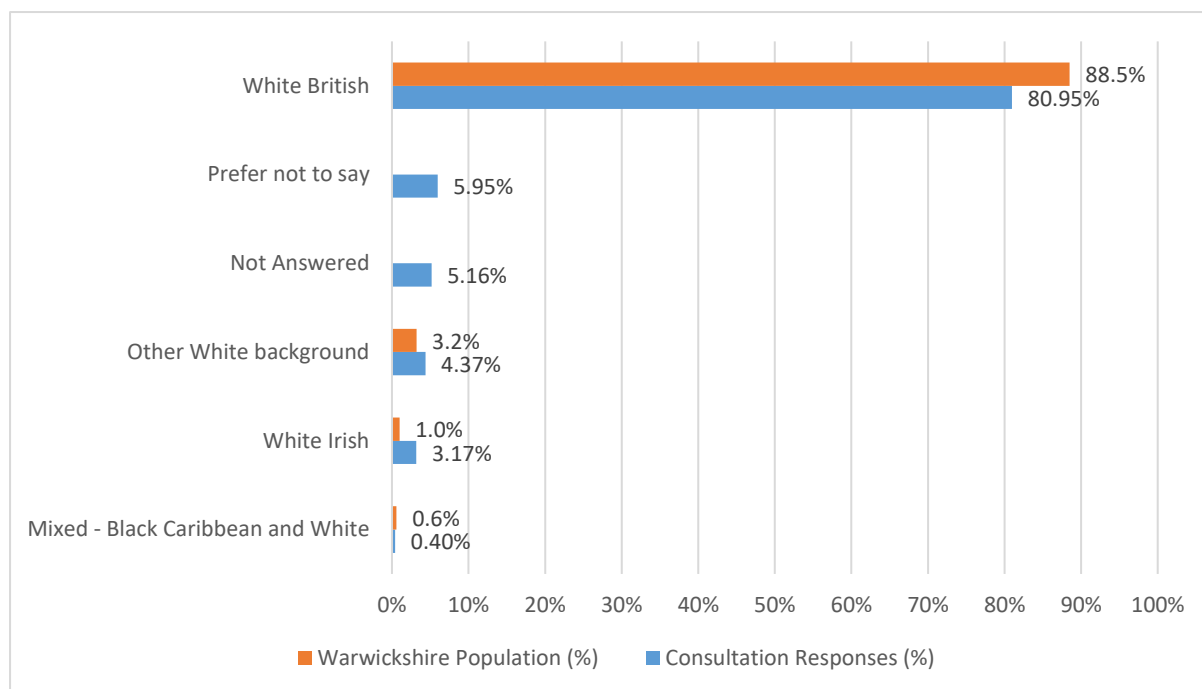


- 2.6 88.49% of survey respondents were from a white background (Figure 2-6); this is fairly representative of the Warwickshire population (92.7%².) Figure 2-6 shows the percentage of the respondents who selected each category, and the associated Warwickshire population percentage for each category, although a number of categories are not shown as they were not selected in the consultation responses. There were notably no respondents identifying as Asian/Asian British, Black/African/Caribbean.

¹ ONS Census 2011 - <https://data.warwickshire.gov.uk/equality-diversity-profile/>

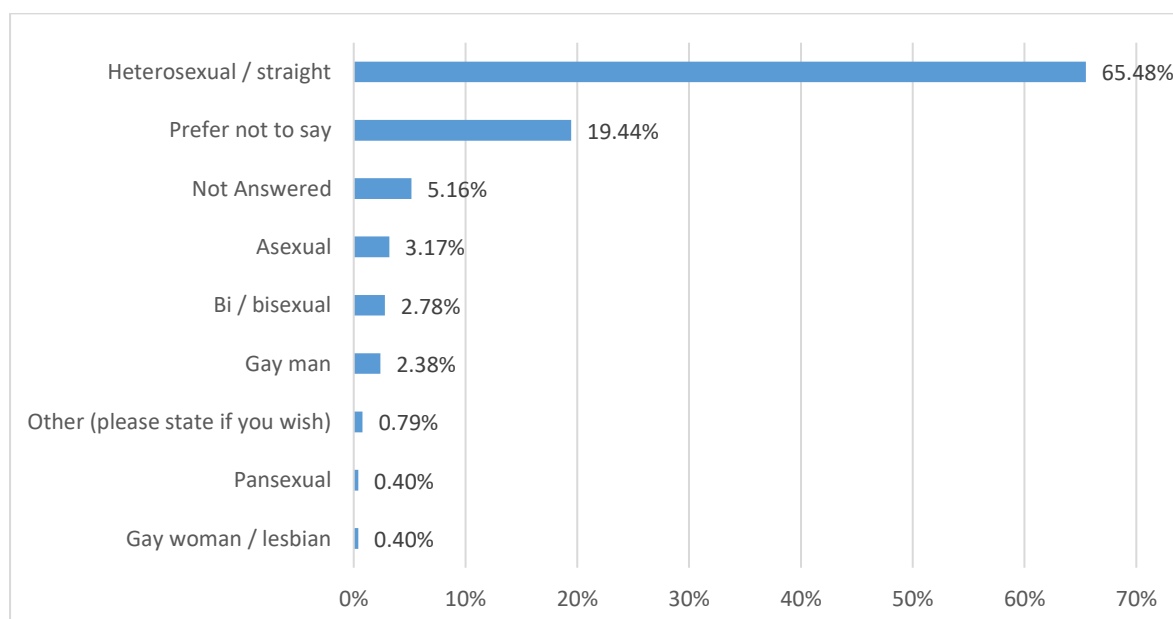
² ONS Census 2011 - [Warwickshire - Population - UTLA | Warwickshire | InstantAtlas Reports](#)

Figure 2-6: Survey response by ethnicity (n=239)



2.7 Figure 2-7 shows the sexual orientation of respondents; there were responses from residents with a range of sexual orientations. A high number of respondents preferred not to, or did not, answer.

Figure 2-7 – Survey response by sexual orientation (n=252)



- 2.8 Figure 2-8 shows the main reasons people used buses in Warwickshire. Respondents were able to select multiple options, so the percentages shown indicate the percentage of total respondents (252) who selected each particular option. 54% stated they use the bus to travel to the shops, bank, post offices etc; and 43.3% to travel to places of leisure and recreation. Notably, 21.4% of respondents selected that they did not currently use the bus.
- 2.9 Figure 2-9 shows the number of responses to each of the options, by age category. The total number of responses are higher than the number of respondents, as people were able to select multiple options.

Figure 2-8: Survey responses to the main reasons people used local buses in Warwickshire (n=252)

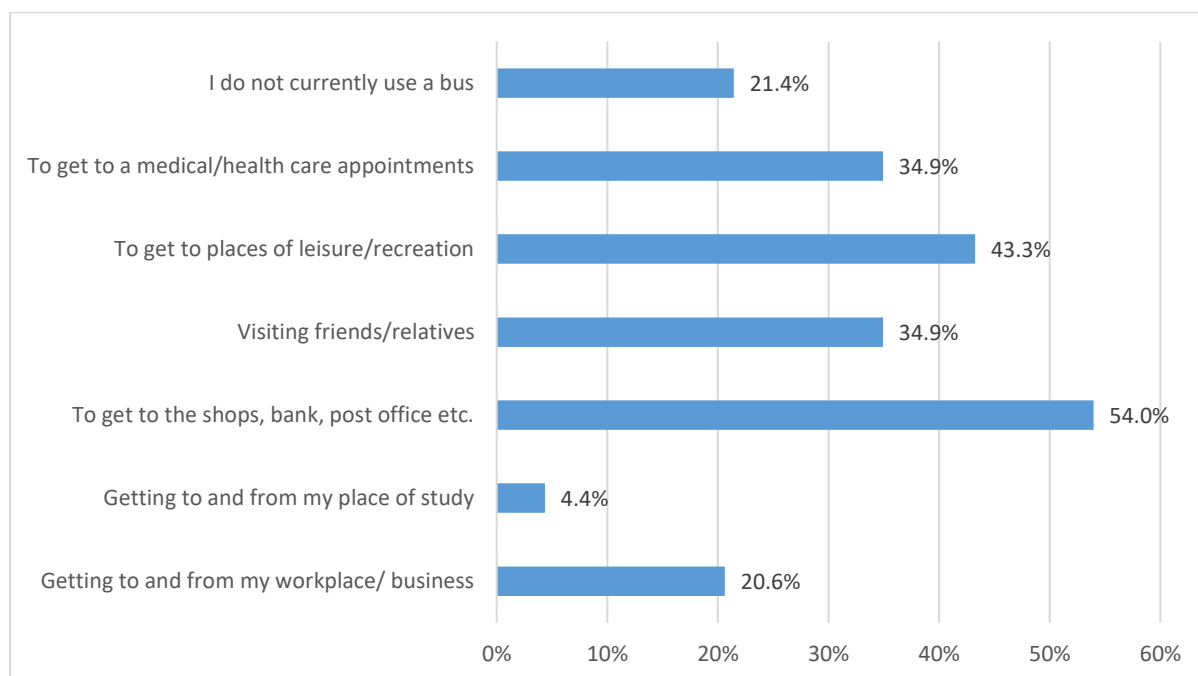
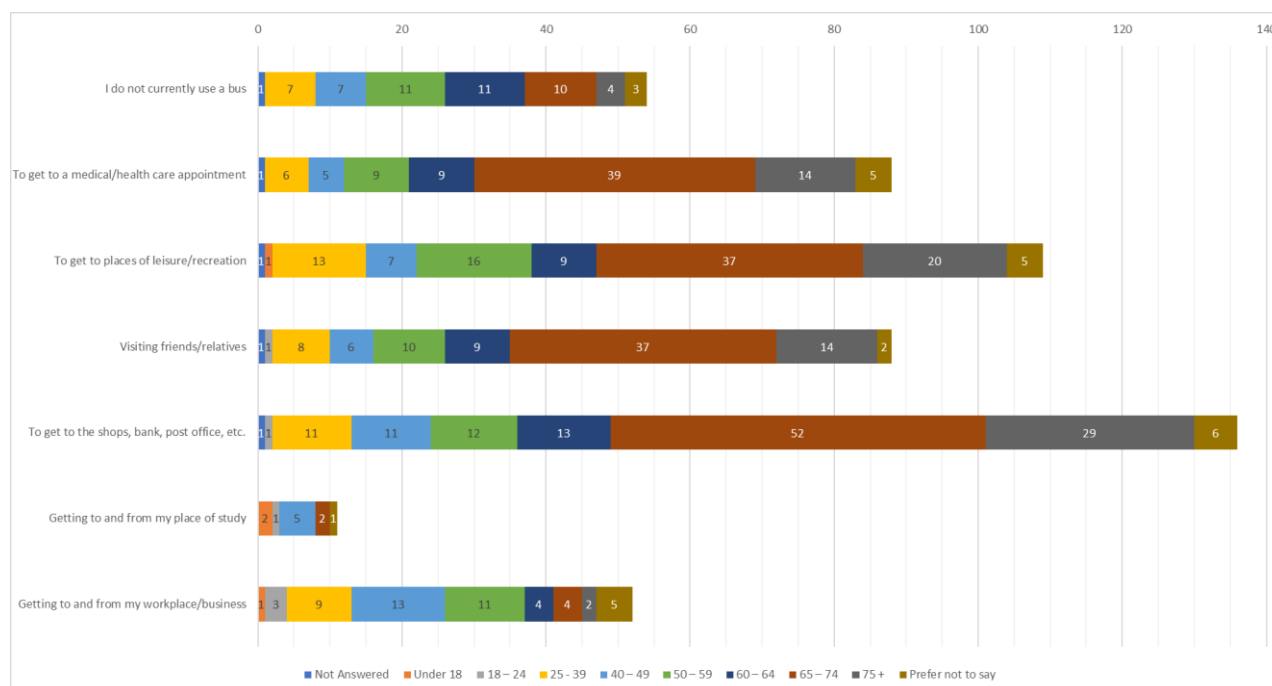


Figure 2-9 - Number of responses to the main reasons people used local buses in Warwickshire (n=538), by age group



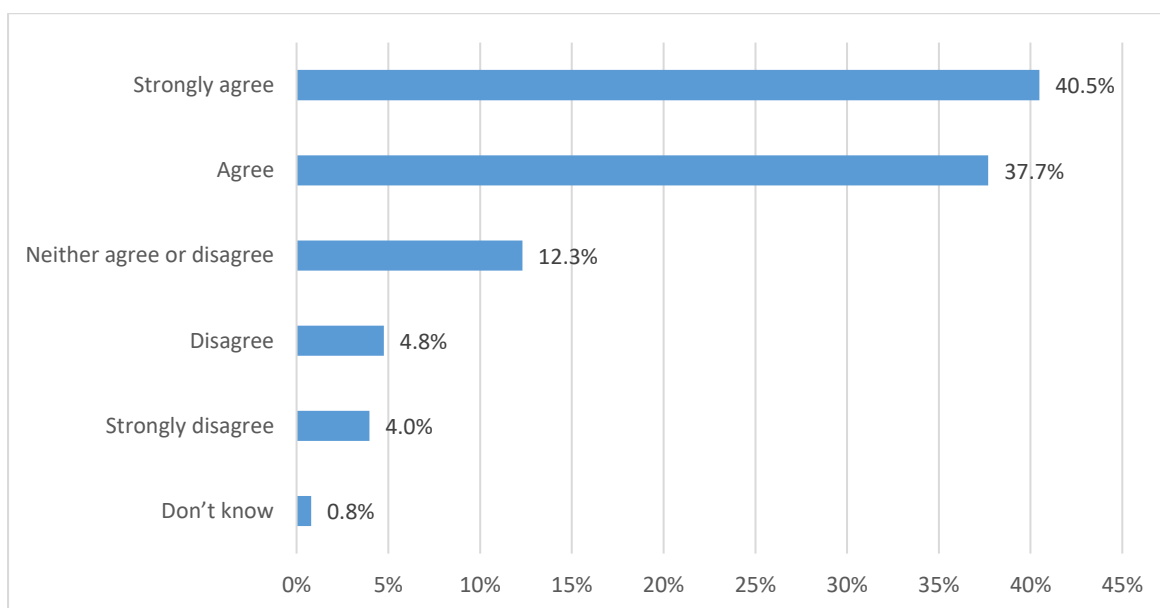
Following this question, respondents were asked for written responses if there were other journeys they made by bus. 16 additional comments were received, of which:

- 5 respondents stated that there was either no bus service to use, or that the service was too infrequent, therefore hindering their usage;
- 3 respondents referred to using the bus to access other forms of public transport;
- 2 respondents said they would like to use it more; and
- 2 respondents mentioned they use the bus when their car was unavailable or not an option.

3. Consultation Results - Enhanced Partnership Plan

3.1 Respondents were asked questions relating to the EP Plan and Scheme. The responses to questions on the EP Plan are presented below.

Figure 3-1: Extent to which respondents agreed with the vision to improve local bus travel in Warwickshire, as laid out in the EP Plan (n=252)



3.2 Figure 3-1 highlights the strong agreement from respondents on the vision for improving local bus travel in Warwickshire, with 78.2% agreeing or strongly agreeing. 8.8% disagreed or strongly disagreed, which were all responses from the general public. There were 21 responses from representatives from local organisations, businesses and elected members of a council or Parliament in total; and 231 responses from the general public

Suggestions – EP Vision:

3.3 Respondents were asked to explain if they agreed or disagreed to the previous question as an open response answer. There were 36 comments to this question.

- 3.4 Please note, the sum of the numbers given in this section is not equivalent to the total responses to this question, as many people provided comments covering several topics.
- 3.5 There were no comments from representatives from local organisations, businesses and elected members of a council or Parliament on this question.

Oppose

- 3.6 21 comments were received from those who previously selected disagree, or strongly disagree.
- The key theme from these comments was that bus services should be better integrated together with 5 comments relating to this.
 - 4 respondents also noted that buses needed to be made more reliable.
 - 3 respondents stated that information provision needed improvement at bus stops.
 - 2 respondents noted that closer working links with neighbouring authorities including the WMCA were important for people making journeys cross boundary.
 - 2 respondents noted that buses were too expensive, with 1 also noting that they needed to be more frequent.

Neither support nor oppose

- 3.7 3 comments were received from those who had previously selected neither agree nor disagree.
- These comments related to bus frequency, reliability, and whether any of the vision would be achieved.

Support

- 3.8 12 comments were received from those who had previously selected agree or strongly agree.
- 6 respondents commented that buses were too expensive.
 - 3 respondents referred to routes not going where they wanted to travel to.
 - 2 respondents said buses needed to be faster, with another 3 respondents noting they needed to be more frequent.
 - 3 respondents said buses needed to be more reliable.

- Other respondents commented on: better timetabling; closer working with the WMCA; better bus provision at the weekend or at certain times of day; rural connections; ticketing options and driver friendliness.

3.9 All the comments received cover topics which are already addressed in the EP Plan.

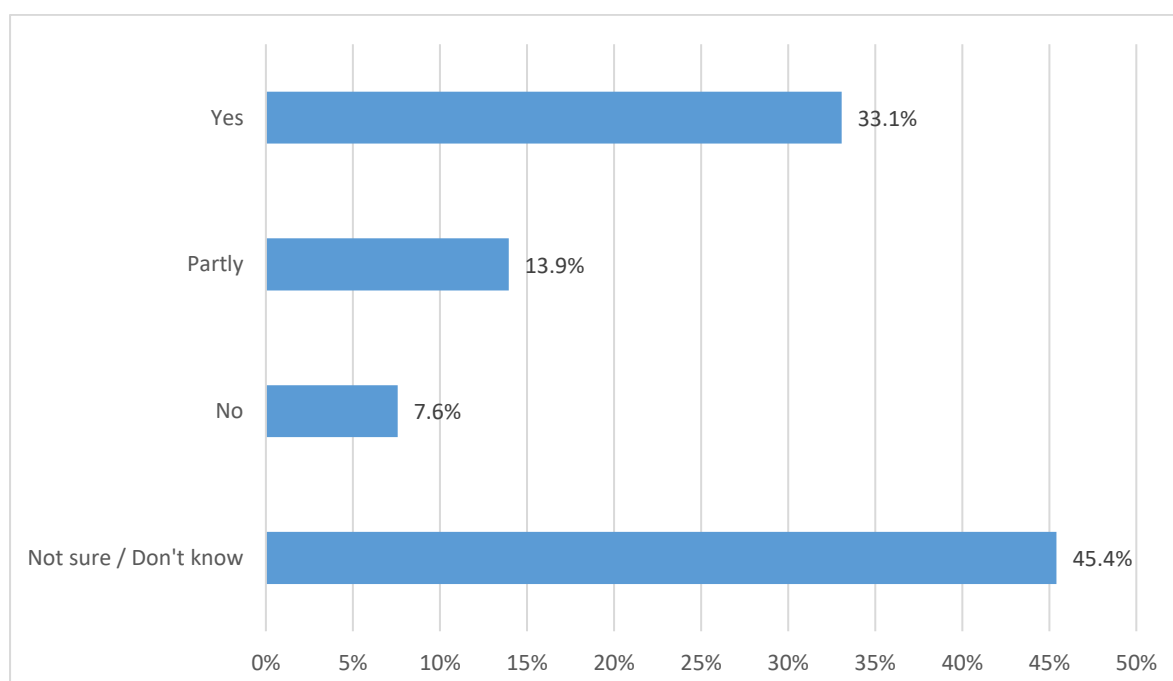
Recommendation: Future revisions of the EP Plan to provide better emphasis and explanation of the vision and measures of the EP to the public.

Suggestions – EP Governance:

3.10 Figure 3-2 below shows the responses to the question “Are you happy that the processes and governance is adequate for delivering the Enhanced Partnership Plan?”

The majority of respondents (45.4%) responded with ‘not sure’ or ‘don’t know’, with 33.1% selecting ‘yes’ and a total percentage of 47% selecting either ‘yes’ or ‘partly’. There were 21 responses from representatives from local organisations, businesses and elected members of a council or Parliament in total.

Figure 3-2 - Are you happy that the processes and governance is adequate for delivering the Enhanced Partnership Plan? (n=251)



3.11 In the same way as outlined above, respondents were asked 'to highlight any concerns about governance/processes' as an open response answer. There were 38 comments to this question.

3.12 Please note, the sum of the numbers given in this section is not equivalent to the total responses to this question, as many people provided comments covering several topics.

Oppose

3.13 Of the comments to this question, 9 were from those who had selected 'No' when previously asked if the governance was adequate.

- The main theme from these responses were regarding the representation of the public within the governance of the EP, with 4 respondents commenting on this.
- 2 respondents commented on the representation of the consultation, with concerns that people were unaware of the consultation.
- 1 respondent commented on the importance of including neighbouring authorities in the process, with 1 respondent questioning the accountability of bus operators, and 1 respondent expressing little optimism surrounding the plans.

Neither support nor oppose

3.14 11 comments were left by people who had selected 'not sure/don't know' previously.

- 4 respondents reiterated that they did not know.
- 2 respondents noted they wanted to see the governance section in action before making any verdict.
- 2 respondents questioned the accountability of bus operators.
- Other comments were around integration of bus operators, the representation of the public, the representation of people's local areas, and the representation of the consultation.

Support

3.15 15 comments were left by those who 'partly agreed' with the governance. Of these, there was no key stand out issue.

- 2 respondents referenced better integration and partnership among bus operators.

- 2 respondents referenced concerns about the representation of the public in the EP processes.
- 2 respondents referenced the representation of the consultation.
- Additional comments were left on each of the following: representation of students; representation of the disabled; partnership working with neighbouring authorities; the governance seeming too slow and indecisive; accountability of the bus operators; conflicts of interest among those included in the governance of the scheme; and integration of different transport modes into the governance such as trains.

3.16 3 comments were left by those who agreed the governance was adequate for delivering the plan.

- 2 respondents noted that bus services needed to be better integrated to connect more places and include other modes including coaches.
- 2 respondents also noted concerns on poor representation of their areas in the governance.

Recommendation:

- Given almost half of the respondents selected that they were not sure, or did not know whether the governance was adequate for delivering the EP Plan, it is recommended that the governance in made clearer in future revisions of the EP Plan.
- More adequate representation of the public in the governance of the EP.
- Continued focus on obtaining wider representation of different demographics and from different areas in future consultations.

Planned Measures of the EP Plan:

3.17 Respondents were asked whether they agreed or disagreed with the planned measures within the EP Plan, which for reference were as follows:

- Planned measures to provide more frequent buses
- Planned measures to enable faster, more reliable buses
- Planned measures to make fares cheaper and easier
- Planned measures to provide a more comprehensive bus network
- Planned measures to make the bus network easier to understand
- Planned measures to make the bus network easier to use

- Planned measures to provide a better integrated network

3.18 They were also asked “Overall, to what extent they agreed that the draft EP Plan would improve bus travel in Warwickshire, assuming all measures can be delivered?” The results of all these questions are presented below.

Figure 3-3 – Agreement with: ‘Planned measures to provide more frequent buses’ (n=249)

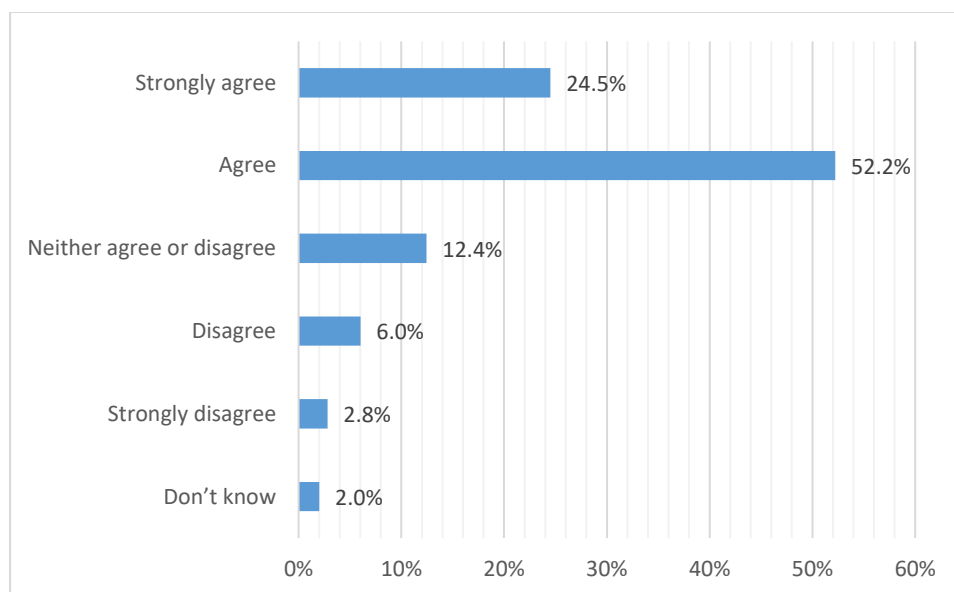


Figure 3-4 - Agreement with: ‘Planned measures to enable faster, more reliable buses’ (n=250)

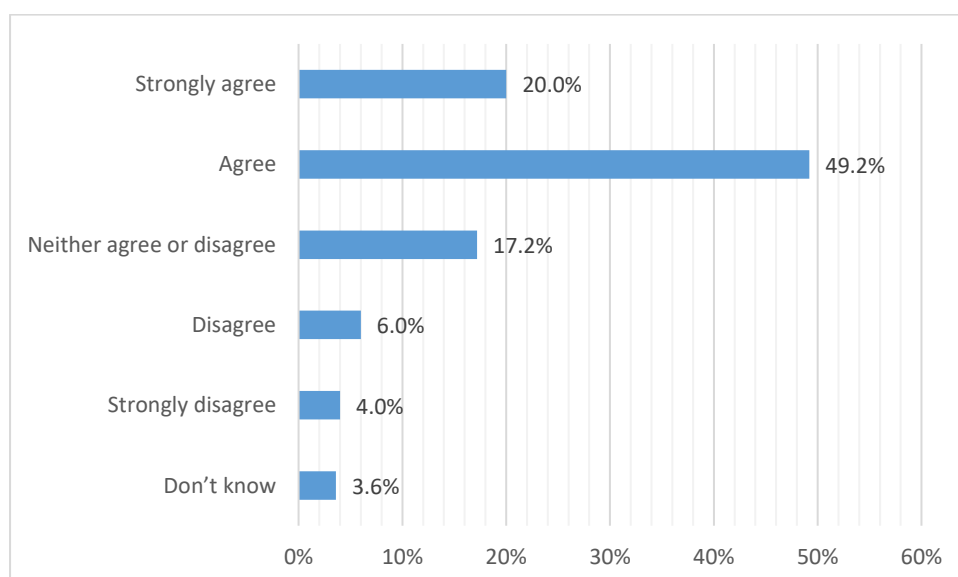


Figure 3-5 - Agreement with: 'Planned measures to make fares cheaper and easier' (n=251)

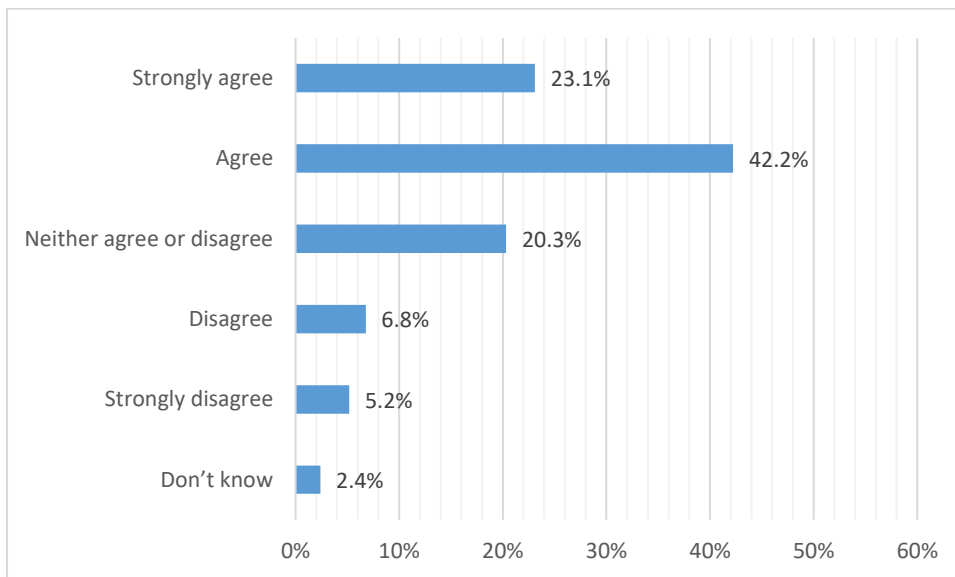


Figure 3-6 - Agreement with: 'Planned measures to provide a more comprehensive bus network' (n=252)

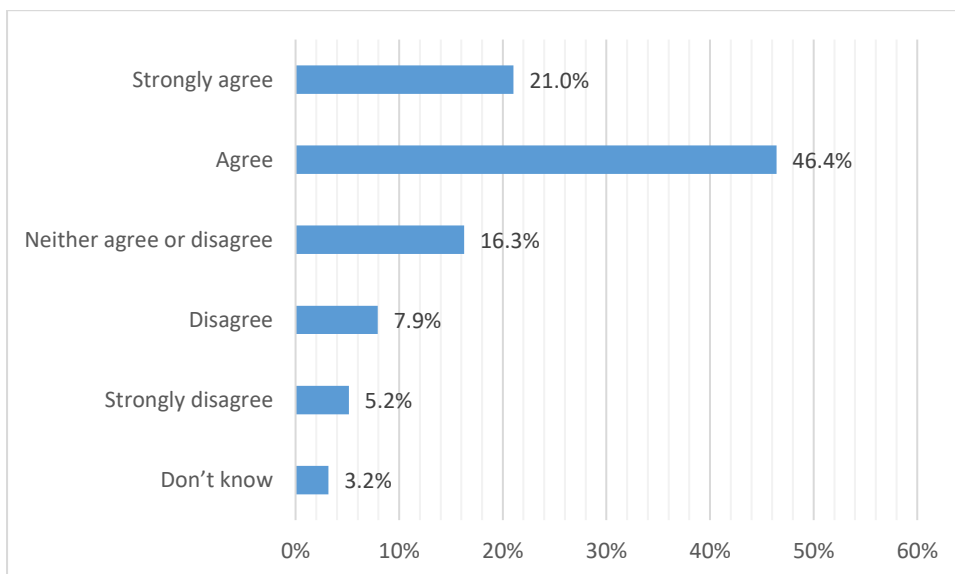


Figure 3-7 - Agreement with: 'Planned measures to make the bus network easier to understand' (n=248)

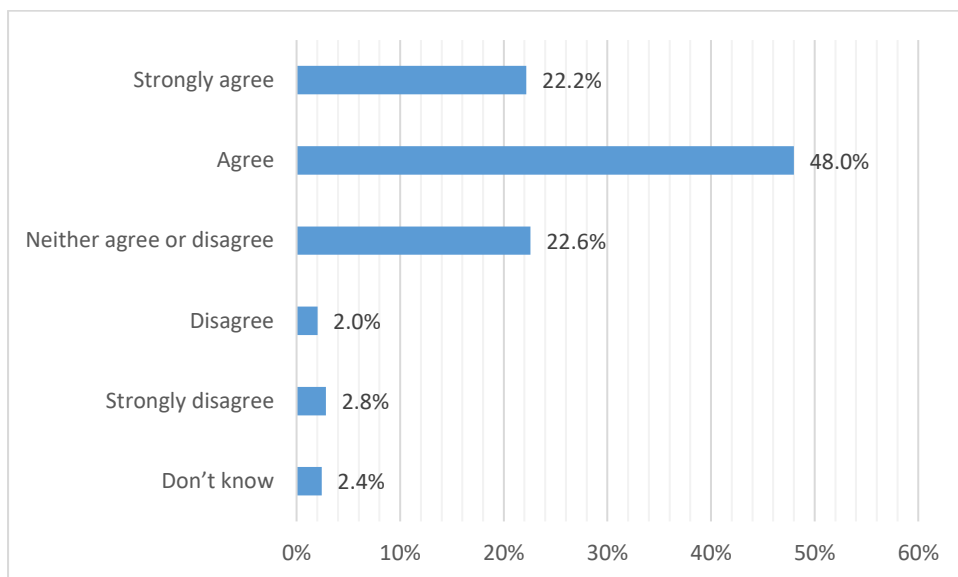


Figure 3-8 - Agreement with: 'Planned measures to make the bus network easier to use' (n=249)

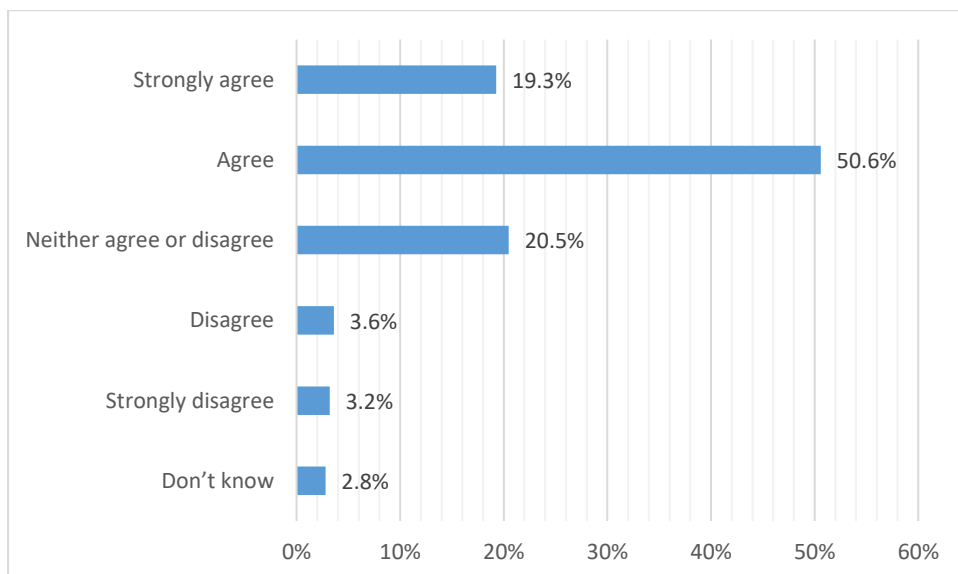


Figure 3-9 - Agreement with: 'Planned measures to provide a better integrated network' (n=251)

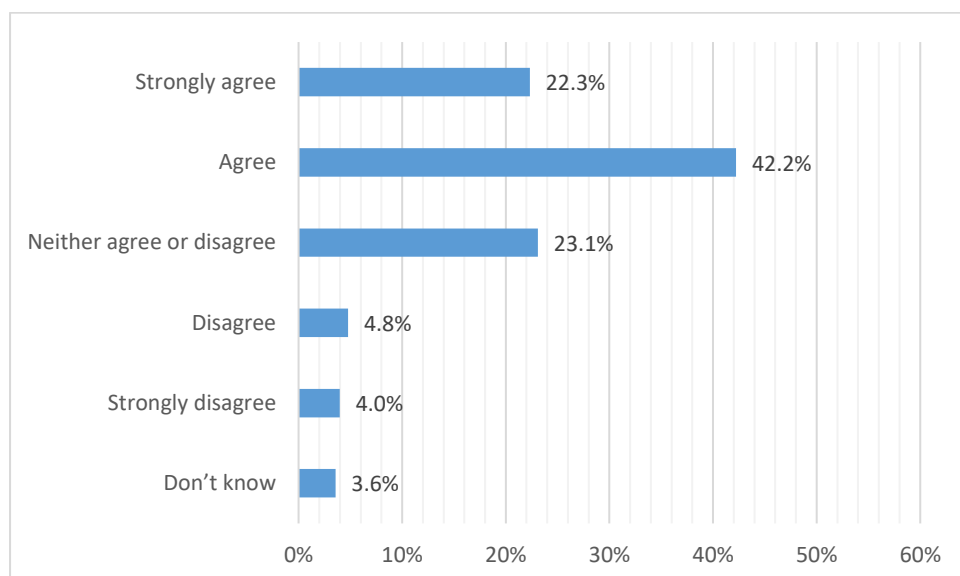
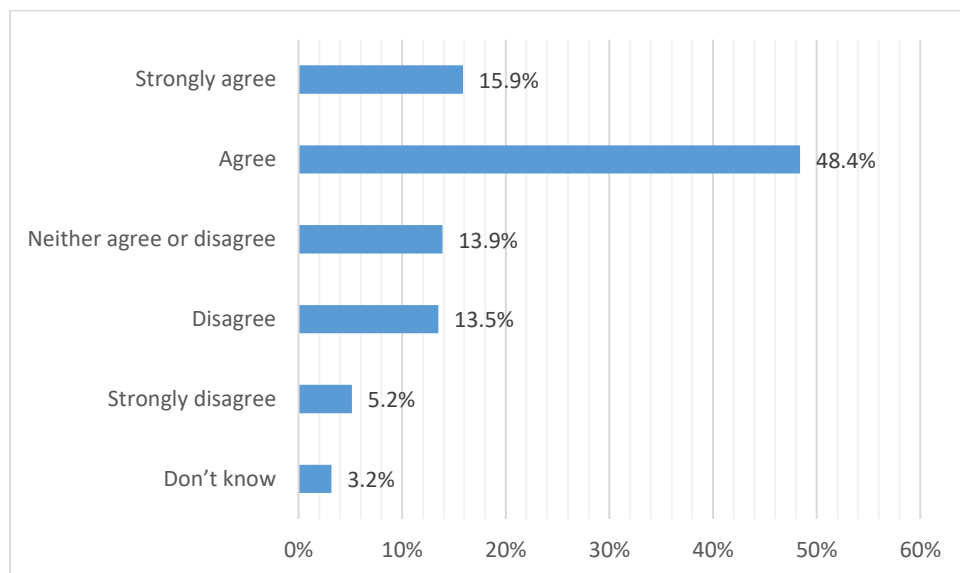


Figure 3-10 - Agreement with: 'Overall, to what extent do you agree that the draft Enhanced Partnership Plan will improve local bus travel in Warwickshire, assuming all measures can be delivered?' (n=252)



3.19 The majority of respondents agreed or strongly agreed with each measure, with desire for more frequent buses coming through in these categories as the highest valued measure. Despite relatively high agreement with each individual element, there was a

higher number of people disagreeing overall with the measures improving local bus travel in Warwickshire (18.7%).

Suggestions – Will the EP Plan measures improve local bus travel:

- 3.20 Following the question *“Overall, to what extent do you agree that the draft Enhanced Partnership Plan will improve local bus travel in Warwickshire, assuming all measures can be delivered? respondents were asked “If you disagree or strongly disagree, please explain why”*
- 3.21 In total, 63 comments were received to this open response question, with 43 of these from people who selected disagree or strongly disagree to whether they thought the draft EP Plan would improve local bus travel in Warwickshire.
- 3.22 Please note, the sum of the numbers given in this section is not equivalent to the total responses to this question, as many people provided comments covering several topics.

Oppose

- 3.23 Of the comments received to this question, 43 had selected disagree or strongly disagree to the previous question on whether they thought the draft EP Plan would improve local bus travel in Warwickshire.
- 10 respondents mentioned area specific issues or concerns. These focused on Rugby (4 comments), Nuneaton & Bedworth (2), Kingsbury (2) and Atherstone & North Warwickshire (2). People were concerned generally that their specific areas had not been included or were being left out/excluded from the EP Plan.
 - 11 comments referred to increasing frequency of bus services, or operating at different times/days; and an additional 5 comments on accessing locations they would like to travel to.
 - 8 comments referred to concerns surrounding rural communities and connections being overlooked in the Plan.
 - 7 comments referred to the high costs of local bus services.
 - 7 comments related to poor reliability of buses and journey time compared to the car.
 - 4 respondents mentioned cross boundary trips which they felt did not appear to be represented in the Plan.

- 2 respondents noted concerns about the accessibility to information provision for people who did not have, or want to have, a mobile app or who did not use WiFi at home.
- Other comments related to concern around the deliverability and funding of the EP Plan; electric or zero emission buses; information provision at bus stops; the maintenance and improvement of bus stop infrastructure; a lack of trust/faith in bus operators; integration with other active travel modes (cycling); concerns over representation of young people and disabled people; representation of the general public in the EP; RTI in rural locations; and better lighting at bus stops.

Neither support nor oppose

3.24 There were 12 comments received from those who selected either 'neither agree nor disagree' or 'don't know' when asked whether they thought the draft EP Plan would improve local bus travel in Warwickshire.

- 3 respondents noted that buses were too expensive.
- 2 respondents referred to either joining, or better working relations with West Midlands Network.
- 2 respondents noted that reliability of buses needed significant improvement.
- 2 respondents noted the desire for better weekend, early and evening bus services.
- Other comments echoed those given by respondents who had disagreed that the Plan will improve local bus travel in Warwickshire.

Support

3.25 There were 8 comments from people who selected 'agree' when asked whether they thought the draft EP Plan would improve local bus travel in Warwickshire.

3.26 Again, these echoed comments raised by others to this question, including concern that the EP Plan would not be deliverable; consideration of cross boundary journeys; importance of young people representation; bigger emphasis on zero-emission vehicles; connections in rural locations; the accessibility of information; and the fact that bus routes did not serve the locations that people wanted to travel to.

Other specific comments:

3.27 There were several comments of note from people with differing responses to whether they thought the EP Plan would improve local bus travel in Warwickshire, which have been highlighted below:

- Three respondents raised concerns that elements such as timetables, routes, frequency and reliability should be prioritised before the other elements of the EP Plan were considered, such as marketing and promoting the bus services.
- There was a question raised by one respondent surrounding what multi-modal connections were being considered, as they felt this was vague in the EP Plan and could have been clearer, both in terms of which modes were being referred to, and at which sites.
- There was a concern from one respondent on the whole Plan being vague.
- There was a point noted by another respondent that surveys of transport methods should be undertaken in high schools to understand how the network can be adapted to be more accessible to all, and to encourage those users onto local bus services.
- One respondent requested a clarification on the one-stop gateway for PT information mentioned in the EP Plan.
- One respondent noted that S106 contributions should be used to better integrate bus services into new housing developments, as opposed to simply running along the side of an estate.
- One respondent raised concerns that if bus frequency was increased, they thought more buses would run empty, adding to congestion.
- Finally, one respondent noted some form of driver training to help ensure buses would stop for people who may not have seen the bus – for instance if they were attending a small child.

3.28 Whilst all the comments mentioned in this section relate to issues that have been considered in the development of the BSIP and EP Plan, it is important to recognise the detail of some of the comments when delivering the different measures.

Recommendation:

- Consider all relevant comments relating the detail of different measures when developing future schemes.

Suggestions – Any other comments on the EP Plan:

- 3.29 Following the question *“Overall, to what extent do you agree that the draft EP Plan will improve local bus travel in Warwickshire, assuming all measures can be delivered?”*, respondents were asked if they had any further comments on the EP Plan.
- 3.30 118 comments were received to this open response question. Several key themes are visible from the responses, outlined below.
- 3.31 Please note, the sum of the numbers given in this section is not equivalent to the total responses to this question. This is because most answers reference more than one of the codes.

Oppose

- 3.32 Of the comments received to this question, 21 were from those who had previously selected either ‘disagree or strongly disagree’ when asked whether they thought the draft EP Plan would improve local bus travel in Warwickshire. These comments largely replicated the answers from the previous question.
- 5 respondents noted they felt that rural connectivity should have had a bigger emphasis within the EP Plan.
 - 3 respondents noted that young people, including high school and college students were being excluded or overlooked from the EP Plan.
 - 2 respondents noted they had little optimism that the Plan could be delivered.
 - 2 respondents felt as though the public should be better represented in the Plan.
 - 2 respondents wanted improvements to service reliability.
 - 2 respondents noted that routes needed reviewing as they did not travel to where they wanted to go.
 - 2 respondents wished for improved frequency.
 - 2 respondents noted that cost a key element they wanted to see improvements in.
 - Other comments included: the disagreement in parking restrictions and charges; journey time by bus; integration with other modes and other bus services; a lack of trust in bus operators; concerns that funding would not be available to deliver the Plan; a desire for electric and zero-emission buses; weekend, early and late bus service provision; the use of smaller vehicles on routes; area specific concerns focused on Rugby; and better marketing of the buses that do exist.

Neither support nor oppose

- 3.33 26 comments for this question came from those who said they either 'neither agreed nor disagreed, or don't know' whether they thought the draft EP Plan would improve local bus travel in Warwickshire. These comments largely replicated the answers from the previous question.
- 5 respondents noted cost was a key element they wanted to see improvements in.
 - 5 respondents referred to better rural connectivity, which they felt should have had a stronger focus in the Plan.
 - 4 respondents noted that smaller vehicles would be more appropriate in some smaller towns and villages, or where patronage was lower, therefore reducing congestion and pollution, and improving accessibility of buses on small rural roads.
 - 3 respondents noted that better weekend, early and evening services were a key element they wanted to see improvements in.
 - 3 respondents noted they wanted to see a stronger move towards electric or zero-emission buses in Warwickshire.
 - 3 respondents noted that routes needed redesigning to serve locations that they wanted to travel to; 2 respondents noted that access to hospitals was specifically important.
 - 3 respondents noted that information provision needed improvement.
 - 2 respondents noted the need for an improved, integrated app or information gateway.
 - 2 respondents noted the importance of improved frequency on routes.
 - Other comments echoed those given by other respondents including those related to parking restrictions and charges; RTI infrastructure requirements; journey time; coordinated timetabling; multi-modal integration with; cross boundary services; simpler and better ticketing options; multi-operator ticketing; concerns on funding of the Plan; reliability; better marketing of bus services; area specific concerns focused on Rugby; and concerns on deliverability of the Plan.

Support

- 3.34 71 comments were received to this question from people who said they either 'agreed or strongly agreed' they thought the draft EP Plan would improve local bus travel in

Warwickshire. These comments largely replicated the answers from the previous question.

- 11 comments included reference to the respondents' support of the EP Plan.
- 11 comments related to the need for reduced cost of travel.
- 9 comments related to the need for better rural connections.
- 7 comments related to improved frequency and a further 7 regarding bus routes serving more locations, with particular emphasis on hospitals.
- 6 respondents referred to the need for improvements in data provision via an app, or one stop gateway.
- 4 respondents noted RTI infrastructure improvements should be rolled out further.
- 4 respondents noted the provision of bus services at the weekend, early morning or evening needed improvement.
- Other comments related to a lack of trust in operators; information provision improvements; cross boundary journeys; bus stop infrastructure; congestion from new developments; reliability; funding concerns; ticketing options; journey times; timetables and multi-modal integration; disagreement with additional parking restrictions or costs; park and ride; electric or zero-emission buses; West Midlands Network; locations of bus stops; smaller vehicles; support for DRT; and the public representation within the EP Plan.

Top trends to this question:

3.35 Overall, from all the comments to this question, (from people selecting any level of agreement with the Plan improving local bus travel in Warwickshire), there were several key trends visible:

- 1) Overall, 19 comments had concerns on rural connectivity.
- 2) Overall, 18 comments referred to buses being too expensive in Warwickshire.
- 3) Overall, 11 comments noted that bus services should be offered at a higher frequency.
- 4) Overall, 12 comments related to serving locations where people want to travel to.
- 5) Overall, 8 comments related to services operating for longer periods during the day and at weekends.
- 6) Overall, 8 comments related to an app or one-stop gateway for information provision.

Other specific comments

3.36 There were several additional comments of note from people with differing responses to whether they thought the EP Plan would improve local bus travel in Warwickshire, which have been highlighted below:

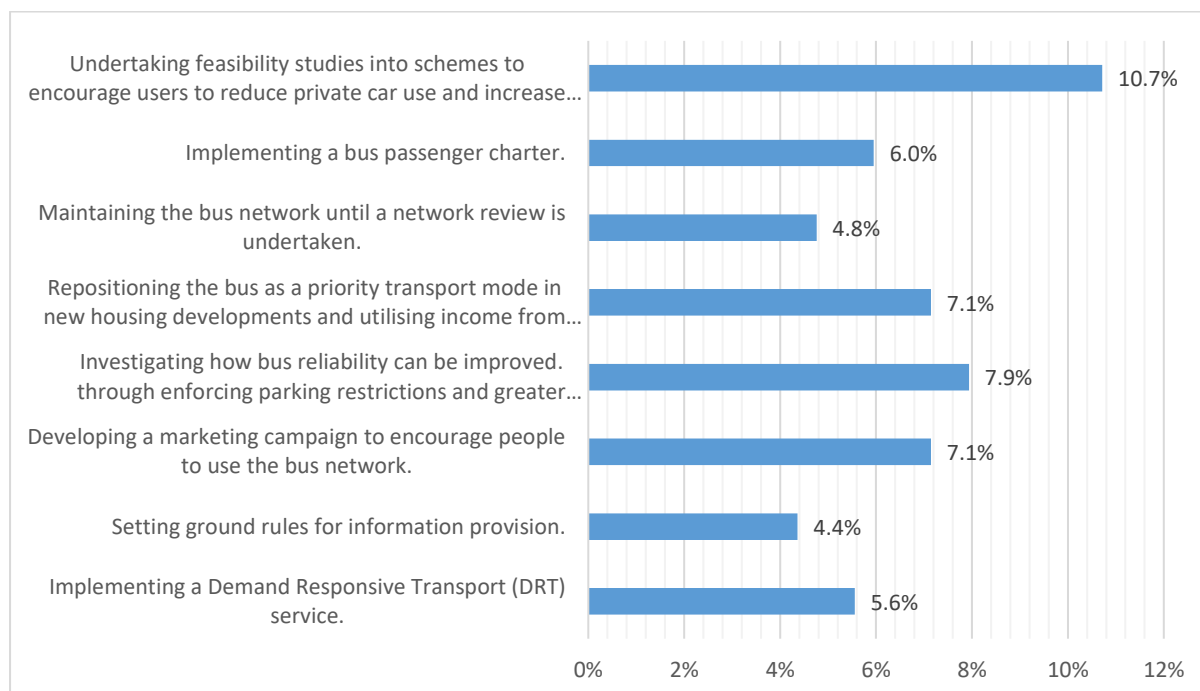
- Consideration should be given towards tackling anti-social behaviour on buses, and vandalism of bus stop infrastructure, for instance a text line for reporting anti-social behaviour.
- Jobseeker or benefit claimant discount on bus travel should be considered.
- Reduced numbers of timetable changes, to instil more confidence that the bus will run at a set time.
- The use of the concessionary pass to be extended to all times of the day.

3.37 Again, the comments received relate to the content already covered in the EP Plan, however, it will be important to reflect on the detail of some of the comments when taking forward the measures through the EP Schemes.

4. Consultation Results - Enhanced Partnership Scheme

- 4.1 Respondents were then asked questions relating to the EP Scheme. These responses are presented below.
- 4.2 Respondents were asked *“Are there any measures within the first Scheme that don't fit with the vision and objectives in the Enhanced Partnership Plan? Please select any measures you feel do not fit.”* There was a relatively low percentage of people selecting any measures, which are shown below in Figure 4-1. Percentages are expressed as the percent of people who answered the survey who selected the particular measure.

Figure 4-1 – ‘Are there any measures within the first Scheme that don't fit with the vision and objectives in the Enhanced Partnership Plan? Please select any measures you feel do not fit’ (n=252)



- 4.3 The measure that had the least favourable feedback was the feasibility studies into schemes to reduce private car use, and increase public transport use, including workplace parking levies, red routes, and road user charging. People were more supportive of setting ground rules for information provision and maintaining the bus network until a network review could be undertaken.

Reasons for not supporting measures

4.4 Following the question: *"Are there any measures within the first Scheme that don't fit with the vision and objectives in the Enhanced Partnership Plan? Please select any measures you feel do not fit,"* respondents were asked if they had selected any measures, to explain why:

- 13 comments related to the need to serve more of the county by bus.
- 9 comments related to the need for higher frequency services or operating longer hours.
- 7 comments related to the need for a more reliable service.
- 6 comments related to the need for better information.
- 5 comments related to the need for cheaper fares.
- Other comments related to the need to have the bus at the heart of new developments; better buses; mobility hubs; and infrastructure.

4.5 Whilst these comments highlight some of the deficiencies in the EP Scheme to deliver the objectives of the EP Plan, these are planned to be addressed in future EP Schemes.

4.6 The notable difference were comments relating to the measure to undertake feasibility studies into measures to discourage the car. Twelve comments were received on this issue, stating their disagreement that car users should be penalised, particularly if there is no reasonable alternative.

Impacts of measures to be considered

4.7 Respondents were asked whether there were any issues or impacts from the proposed measures that need to be considered. Whilst some comments were repetitive of other comments, there were some relating to the impact of measures:

- The need to consider older people; those with a disability; and those more vulnerable with regards to driver behaviour; availability of information; changing buses; ticketing; and vehicle/infrastructure design. This formed the basis for the majority of comments.
- Consideration of times of educational and health establishments when planning the network, and ensure people in new developments can travel to these. Connections with rail should also be considered when reviewing the network.
- Consider that for some trips, the bus is not appropriate, for instance when carrying lots of heavy shopping bags.

- Affordability of the bus is a key issue for many people.
- The impact of introducing measures to make car travel harder/more expensive before an alternative (ie better, more affordable, more frequent) bus service is in place.
- How these measures would affect those living in rural areas was also mentioned.

Recommendation

- An equalities impact assessment should be undertaken on all schemes.
- The network review to consider location and times of trip generators.
- Avoid introducing measures to restrict car use until a viable alternative is in place.

4.8 Respondents were asked if they had any final comments on the proposed first Scheme. Whilst several comments were left, the majority covered topics already mentioned above, or already addressed in the EP Plan. However, there were some comments surrounding the language and jargon used in the documents and the ability to understand fully what is being proposed.

Recommendation

- Ensure all future documents are easier to read and understand.

Final Comments

4.9 The opportunity for final comments was provided. Again, most comments were a re-iteration of what has already been covered, however, there were a few additional points of note:

- A request that the north of the county is treated equitable to the south.
- Comments that the proposals are loosely worded and lacking detail, and the fear that the work involved to firm these up will take a while.
- Concern that the Plan looks financially demanding and the concern over the funding and sustainability of the measures.
- The Plan should make more reference to the climate change and how the measures support this agenda.
- Reducing fares is a strong theme identified throughout the consultation.

5. Statutory Stakeholder Responses

5.1 As part of the statutory processes, the following stakeholders were consulted:

- other local authorities that would be affected by the proposals;
- the Traffic Commissioner;
- the Chief Officer of Police for Warwickshire;
- Transport Focus;
- the Competition and Markets Authority (CMA)

Other Local Authorities

5.2 Responses were received from Hinckley and Bosworth Borough Council; Birmingham City Council; Coventry City Council; and North Warwickshire Borough Council. Their responses are summarised below.

Hinckley and Bosworth Borough Council (HBBC)

5.3 Overall the proposals are welcomed by HBBC . However, it was suggested that the Plan better acknowledge cross-boundary routes and that improvement need to apply to the full routes.

5.4 Whilst HBBC feels that the Partnership Board ought to have representatives of local authorities, the commitment to involve local authorities in the Stakeholder Reference Group was welcomed.

Birmingham City Council (BCC)

5.5 The only comment raised by the Council was a request for engagement with them regarding the “Feasibility studies for supportive policies”, i.e., Workplace Parking Levies, Red Routes and Road User Charging”, when these commence, given their potential cross-boundary effects.

Coventry City Council (CCC)

5.6 CCC are supportive of the overall approach set out in Warwickshire’s BSIP and incorporated into the proposed EP Plan and Scheme. They support Warwickshire’s stated objectives and consider that these align closely with their own aims and objectives. In particular they support of the proposal to introduce targeted measures

for bus priority on the Nuneaton – Bedworth – Coventry corridor, which is recognised as a key route by CCC.

- 5.7 Further suggestions were proposed to better incorporate solutions to cross-boundary issues:
- Reiterate the requirement that from 2025, only electric vehicles can be used on cross-boundary services operating across Warwickshire and Coventry, mirroring the requirement set out in the West Midlands EP.
 - Include an ambition to expand multi-operator ticketing to include journeys across Warwickshire and the wider West Midlands in the future.

North Warwickshire Borough Council (NWBC)

- 5.8 Most of the measures in the EP Plan and BSIP are supported including supporting more frequent bus services on routes providing access to key employment sites and bus service frequencies across the county's network into the evenings and on Sundays.
- 5.9 Concern was raised over the initial focus of improvements being centred around the urban areas and that the issue of rural needs is not being picked up, with potential risk of isolation, impacts on well-being, and loss of access to services and opportunities.
- 5.10 Some members considered the Enhanced Partnership Scheme and Plan needed to be stronger on ongoing engagement with users and potential users, and more positive about the potential benefits for businesses and less resigned and accepting or 'defeatist' about the apparent "cheapness" of car use.
- 5.11 The underrepresentation of residents aged 24 and under, and residents living in North Warwickshire Borough, Nuneaton and Bedworth Borough and Rugby Boroughs in the Public Engagement Survey used to inform the BSIP measures was a concern. A suggested approach was for a review mechanism to be undertaken during the course of the EP to either take additional comments on board if sought, and review the impacts of the Scheme and Plan on underrepresented and vulnerable groups.
- 5.12 **Craig Tracey MP for North Warwickshire and Bedworth** also provided a written response, supporting many of the points raised by NWBC. In addition to these, he raised the importance of North Warwickshire as a major business attractor with several large located in the borough, and HS2 in the early stages of its project construction. Public transport is needed to access to these opportunities to avoid inequality and residents of NWBC being disadvantaged from accessing the same educational and employment opportunities of those living in more urban or affluent areas.

Office of the Traffic Commissioner for the West Midlands

- 5.13 Whilst an acknowledgement of receipt was received by the Traffic Commissioner, no comments have been forwarded.

Chief Officer of Police for Warwickshire

- 5.14 No response was received.

Transport Focus

- 5.15 Transport Focus was supportive of the measures proposed in the BSIP and EP Plan. They commended the determined effort to seek hard to reach groups when developing the BSIP and urged the Council to continue this commitment to reach underrepresented groups in future consultations. The following suggestions were provided:

- The BSIP reflects the targets up to 2030.
- The target for passenger satisfaction should be more ambitious.
- Opportunities to elicit feedback from passengers and stakeholders is considered more holistically ensuring the diverse needs of the local community are considered in planning processes.
- More clarity is given in the EP Plan on how the partnership intends to consult users on how well the EP is working; the types of information to be provided in the reports and the type of questions to be asked in the reviews should be set out in brief.
- Consideration is given to Community Transport to ensure this group is not marginalised.
- Consideration is given to offering incentives such as discounts and special offers as part of the marketing campaign to encourage greater bus use.
- Passengers' and would-be passengers' views are considered during the development of all measures.
- 'How to' guides should be available in accessible formats.
- Consider improvements to passenger safety when developing the measures.
- Consider including a commitment to providing alternative transport, such as a taxi, where the wheelchair space is in use; and to customer service training in the Passenger Charter.

Competition and Markets Authority

- 5.16 Given the volume of documents received by CMA across all authorities, detailed individual feedback was not provided, but some high-level generalist points were forwarded:
- Authorities should consider the state of competition under the counterfactual (ie absent the EP) and how it will be impacted by new requirements on operators. Appropriate transition periods may mitigate some of these impacts. The use of non-prescriptive/outcome based objectives may give greater flexibility to operators to deliver your objectives, but it is for the authority in partnership with operators to consider the policy objectives that are to be delivered.
 - When implementing DRT schemes, it is encouraged that authorities explore existing trials of different business models and learn from best practice.
 - Careful consultation with operators is advised when implementing multi-operator tickets, so all operators are aware of the legal risks. Seeking legal advice is recommended to ensure that any scheme is compliant with competition law.
 - Where refund guarantees are introduced, again careful consultation with operators is advised, so new schemes do not create the unintended consequence of providers not wanting to service routes or enter the market.
 - If a standard livery or branding scheme is adopted, operator brands should be clearly visible, particularly where operators are competing on overlapping routes. Care should be given to the impact on operators of cross-border routes.
 - Where governance arrangements do not include individual representation for each bus operator, some form of shared representation (or similar arrangement) is advised for smaller operators that might otherwise be excluded. Where larger operators have greater representation in governance arrangements, this should be defined by contestable criteria (eg total mileage) rather than fixed, named operators.
 - Where exemptions are included, these should be clearly defined with objective criteria to give confidence the exemptions will be applied appropriately.
- 5.17 The CMA concluded that these comments should not be interpreted to provide legal assurances that there will be no adverse impact for competition or that a proposed agreement is compliant with competition law, and that that EP plans and documents should reflect this position by avoiding references that imply that EP plans have been cleared by the CMA.

- 5.18 It should be noted that most of the high-level generalist points received by CMA have already been addressed within the Warwickshire EP Plan and Scheme, the rest of which will be considered in future relevant schemes.

6. Recommendations

- 6.1 This section draws together a series of recommendations which responds to the feedback received through the consultation exercise.
- Future revisions of the EP Plan to provide better emphasis and explanation of the vision and measures of the EP to the public.
 - Details of the EP governance to be made clearer in future revisions of the EP Plan.
 - More adequate representation of the public in the governance of the EP.
 - Continued focus on obtaining wider representation of different demographics and from different areas in future consultations.
 - Consider all relevant comments relating the detail of different measures when developing future schemes, including those received by statutory consultees.
 - An equalities impact assessment should be undertaken on the current and future schemes.
 - The network review to consider location and times of trip generators.
 - Avoid introducing measures to restrict car use until a viable alternative is in place.
 - Ensure all future documents are easier to read and understand.
 - Continue regular dialogue with neighbouring authorities when developing schemes, and include suggestions in future schemes or a variation to the current scheme.
 - Carefully weigh up the benefits of focussing investment in urban areas vs rural areas when deciding on the programme of improvements, and circulate the reasons for prioritisation of funds to local members of the council.
 - Review the targets for passenger satisfaction in the next revision of the BSIP.
 - Provide more clarity within the next revision of the EP Plan on how the partnership intends to consult users on how well the EP is working.
 - Seek legal advice throughout the development of measures and EP Schemes to ensure compliance with competition law.

Appendix A

Ask Warwickshire Public Engagement EP Consultation Survey Questionnaire



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