

# **Appendix 4**

**Thurrock Council**

**Supported Services Consultation Report**

**Bus routes 11, 265 and 374**

**Public and Stakeholder views**

**October 2022**

V2.2

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## 1. Introduction

Following deregulation of bus services by the government in 1984, buses are run by private companies and local authorities no longer have an influence over the services they operate: private companies decide which bus routes to operate and the frequency of services. If the local authority identifies a social need for additional and/or enhanced services to some areas of the borough that isn't commercially viable for the bus company, it can provide financial support to a bus company to run that service.

Thurrock Council financially supports three passenger bus services within the borough: **11**, **265**, and **374**. These services support nearly every community in Thurrock, including some of the more rural areas which are not supported at all by commercially viable bus routes.

The bus services supported by Thurrock Council are:

- **Service 11** serves Purfleet-on-Thames, Aveley, South Ockendon, North Stifford, Thurrock Hospital, Grays (Blackshots), Chadwell St Mary, Orsett, Horndon-on-the-Hill, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminates at Basildon bus station. There are seven journeys a day in each direction, Monday to Friday only.
- **Service 265** serves Grays, Socketts Heath, Orsett, Bulphan and West Horndon, the service operates twice a day between 10am and 2pm on Mondays, Wednesdays, and Fridays only.
- **Service 374** serves Grays, Socketts Heath via Hathaway Road, Chadwell St Mary, West Tilbury, Coalhouse Fort, East Tilbury, Linford, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminates at Basildon bus station. These buses run Monday to Friday, departing approximately every 90 minutes, and every three hours on Saturdays.

## 2. About the Consultation

### 2.1 Purpose

The aims of the consultation are to determine public and stakeholder opinion, including members and representatives of protected characteristic groups, on the current provision of these three supported services. This information will give the council an opportunity to review these services and see if they remain fit for purpose in meeting the needs of the community and retain value for money.

This document presents the feedback and provides a summary analysis of the consultation responses. It outlines the next steps the council is proposing in response to the outcome of the consultation.

### 2.2 Consultation Process

The consultation was open for a period of 12 weeks between 15<sup>th</sup> July and 9<sup>th</sup> October 2022, inviting residents and other stakeholders to provide their views on the current provision of bus services 11, 265 and 374.

## 2.3 Consultation approach

To raise awareness of the consultation and encourage participation, the consultation offered a number of ways in which residents, communities and other stakeholders could engage:

- An online portal on the council's website offered a survey form and an interactive map where routes could be viewed at a street level and comments added.
- Consultation material and hard copies of surveys were distributed and collected from locations across the borough, including community hubs, local shops and libraries, with a focus in areas directly served by the affected services. Hard copies of surveys could also be returned via our Freepost address. A list of venues can be found in Appendix A.
- The council held community engagement events which were scheduled across the borough in Summer 2022 as part of the Your Place, Your Voice programme. During these events, attendees were able to speak with council representatives about the bus review and complete surveys and/or provide comments to representatives.
- Affected ward councillors and community forum members were notified and asked to engage on behalf of the service within their communities and support participation.
- Consultation material was provided to Local Area Co-ordinators, who then disseminated this information throughout their local community.
- Publicity posters were displayed at bus stops directly served by routes 11, 265 and 374 and on buses operating these tendered routes. Consultation forms were made available for passengers to collect on buses that provided the services under review.
- Visual displays - a digital copy of the consultation poster was on display through the real time "totem" units and shelter displays along the routes of the tendered services.

The consultation was published on the Thurrock Council website consultation webpage 'Have My Say' and can be viewed and downloaded at: <https://consult.thurrock.gov.uk/bus-consultation-2022>

## 3. Summary of Consultation responses

Respondents were able to self-select questions and provide answers and/or comments to more than one of the specified bus services. The number of consultees providing a response to each question is shown in the summary of each survey question.

Whilst the consultation was open to all residents and stakeholders within Thurrock the majority of those responding to the consultation (95%) were users of the bus service, with 85% identifying specifically as users of bus services 11, 265 and 374.

Responses from each survey question have been condensed into brief summaries, but the full public and stakeholder responses have been used to inform the analysis. The full list of responses can be found in appendix A at the end of the document.

### 3.1 Response rate

There were 356 responses to the consultation:

- There were 1,500 visitors to the Council's bus consultation web page of which 179 people went on and completed the on-line survey.

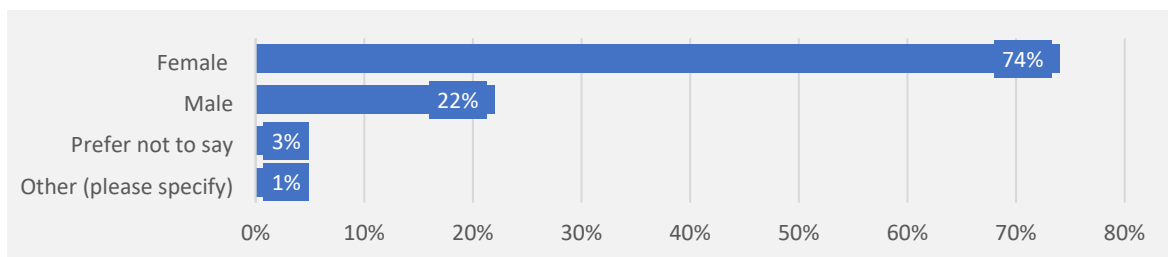
- A further 177 responses were received by the council in the form of hard copies of the survey, or responses that had been recorded by representatives on behalf of the council.

### 3.2 Demographic Profile

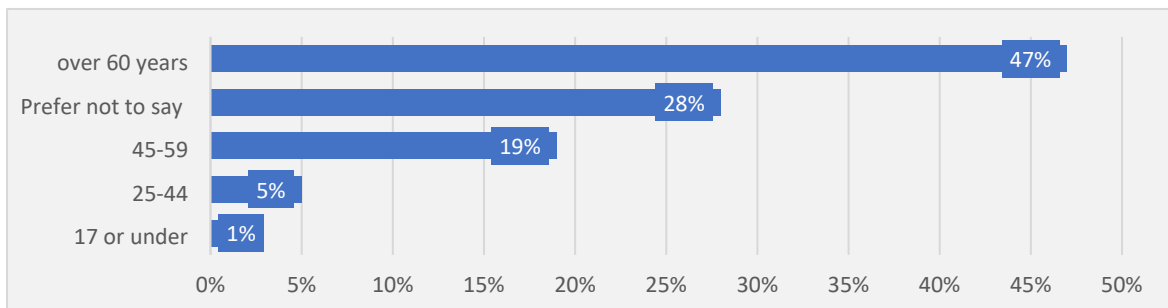
The tables below show the demographic profile of all consultees who responded.

- The majority of consultees who responded to the consultation were female (74.8%)
- Response spans a mix of ages, but the highest proportion were those aged 60+ (47%)
- There were 69 respondents (19%) who identified as having a disability.

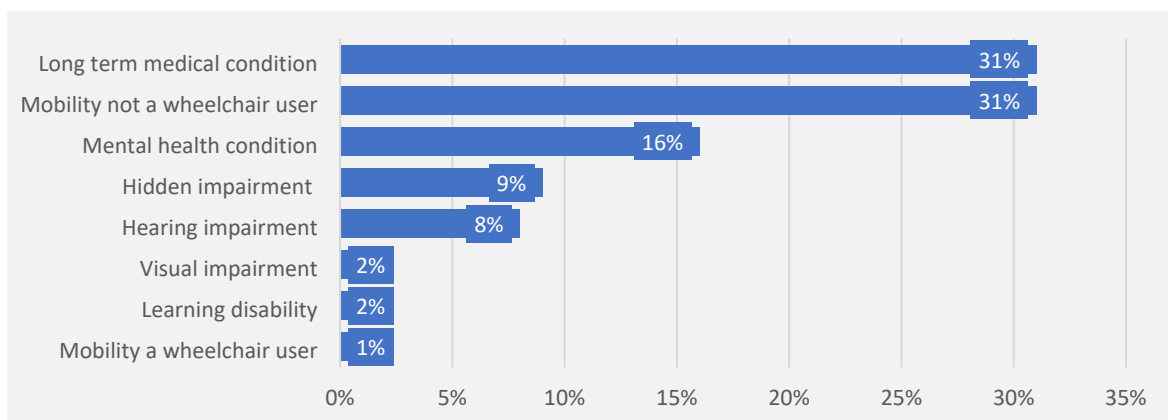
**Table 1: Please specify your gender** (207 responses)



**Table 2: Please specify your age bracket** (208 responses)

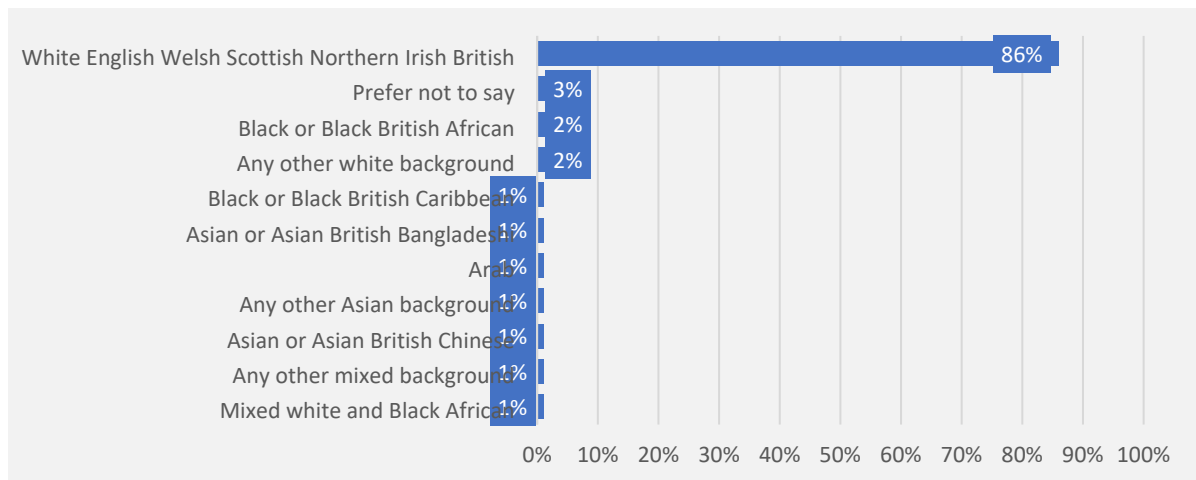


**Table 3: If you are disabled, how would you describe your disability?** (69 responses)



**Table 4: What is your ethnic group? (147 responses)**

Note: this question was not answered by 41% of respondents



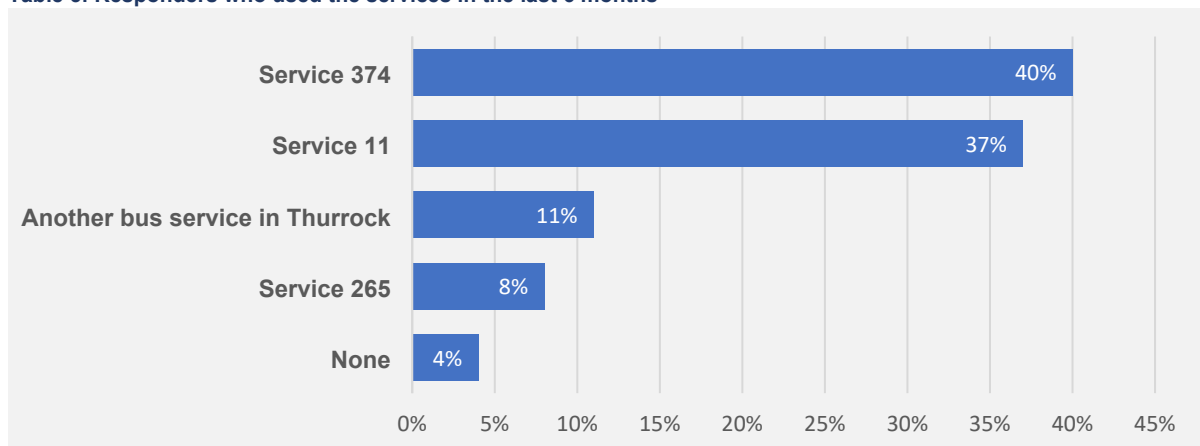
### 3.3 Summary of responses to survey questions

The consultation set out eleven specific questions, this section summarises the response to each question.

#### Question 1: Which of the following bus services have you used in the last 6 months?

In total 362 responses were recorded to this question.

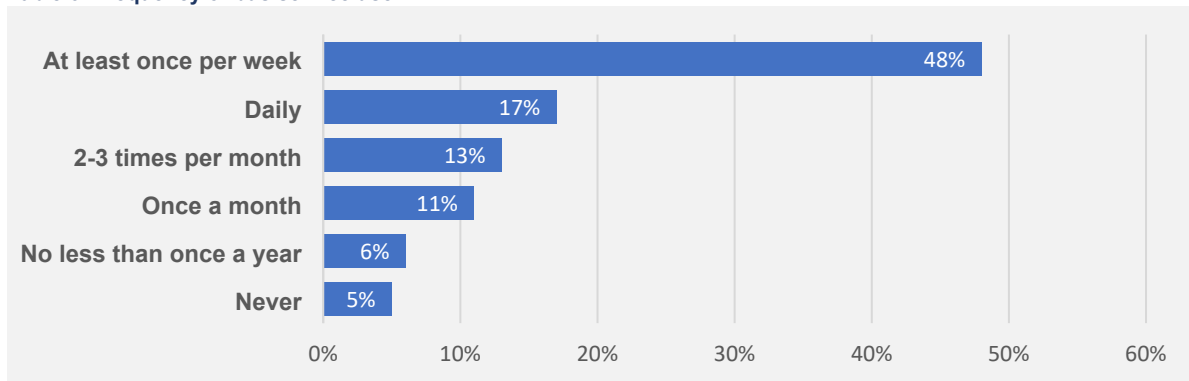
**Table 5: Responders who used the services in the last 6 months**



#### Question 2: Consultees were asked how frequently they used the bus service.

In total 371 responses were recorded to this question.

**Table 6: Frequency of bus service use**

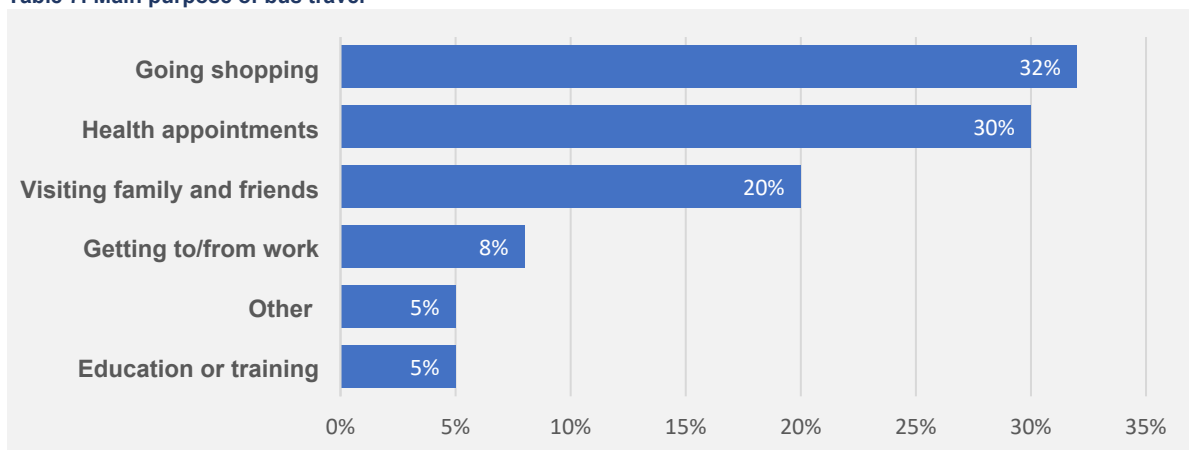


### **Question 3: What are the main purposes for your bus travel?**

In total 361 responders were recorded to this question, providing 752 responses (48% identified more than one purpose).

- The services were used primarily to carry out essential activities such as going to the shops, attending healthcare appointments or to access work or education.

**Table 7: Main purpose of bus travel**

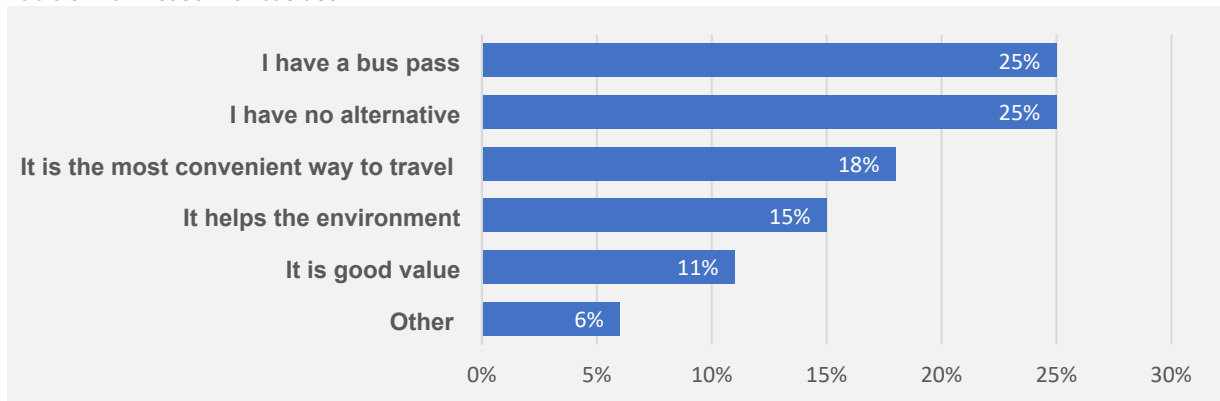


### **Question 4: What are your main reasons for travelling by bus?**

In total 361 responses were recorded to this question.

- Consultees used the services for multiple reasons, 25% of respondents had no other transport alternative and were reliant on the services.
- Respondents appear to be making good use of bus passes (25% use the service because they have a bus pass).

**Table 8: Main reason for bus use:**

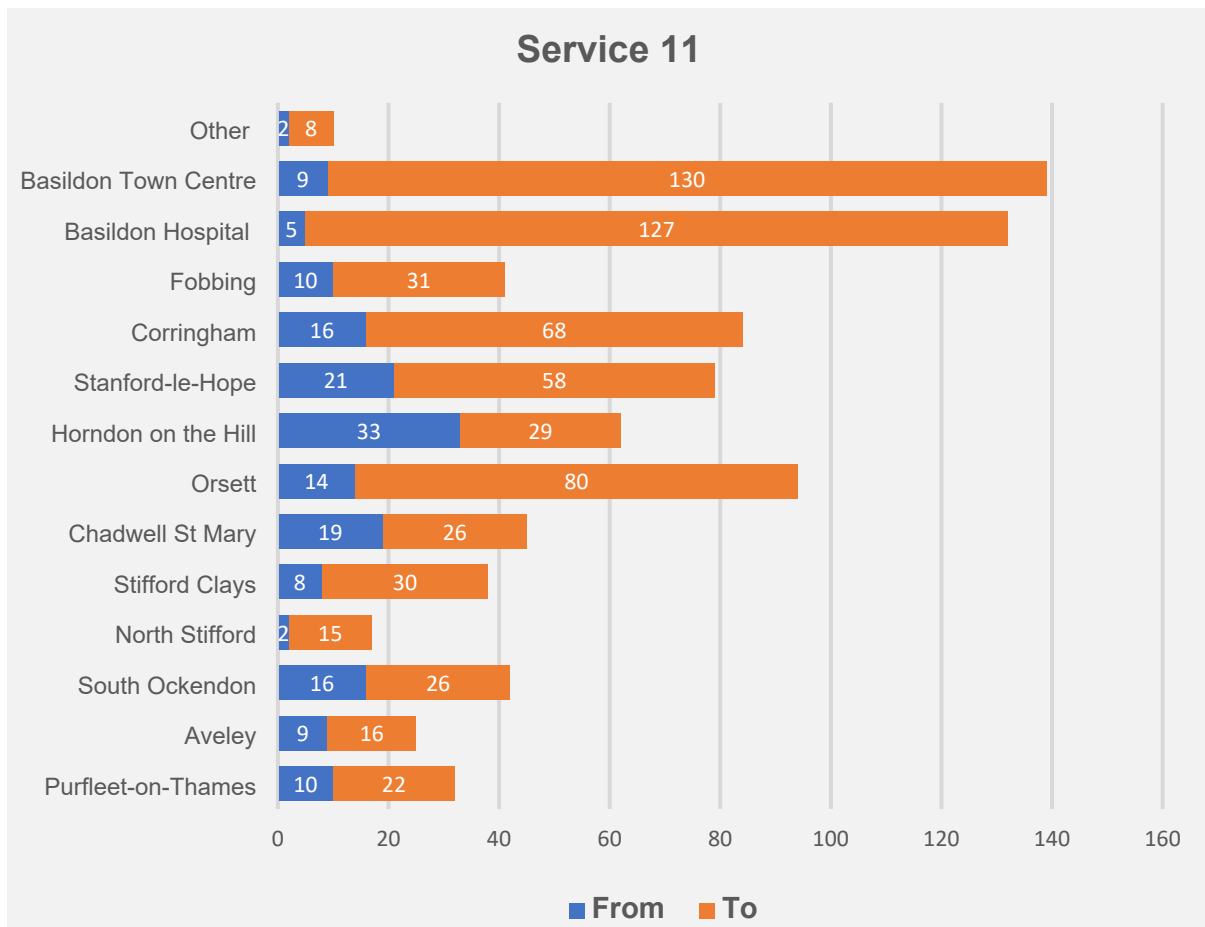


**Question 5:**

**Where do you travel to and from on Service 11**

In total 214 responses were recorded to this question.

**Table 9: Service 11, Travel to and from destinations % of all journeys by number or responses**

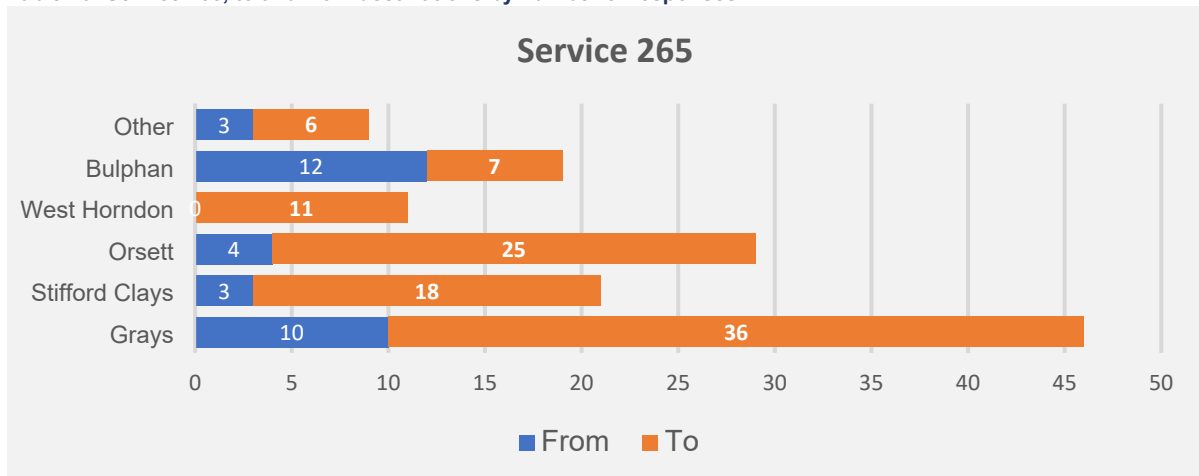




### Where do you travel to and from on service 265?

In total 51 responses were recorded to this question.

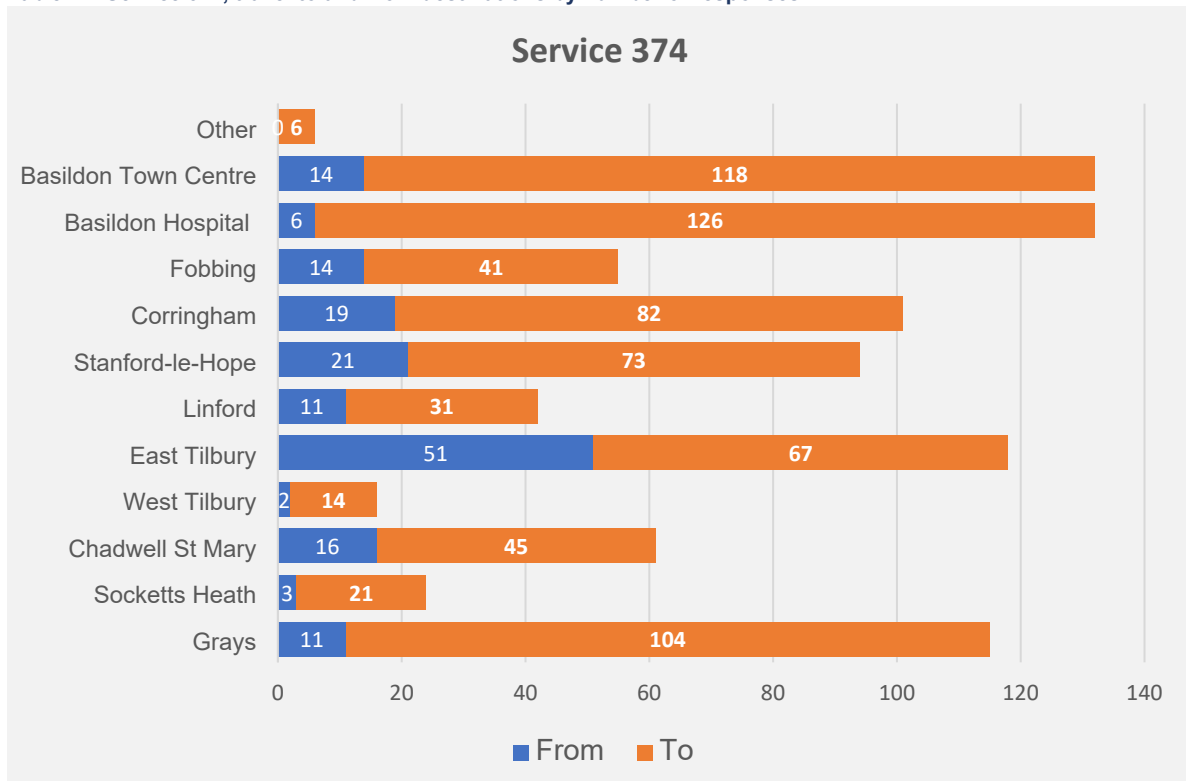
**Table 10: Service 265, to and from destinations by number of responses**



### Where do you travel to and from on the 374 service?

In total 215 responses were recorded to this question.

**Table 11: Service 374, travel to and from destinations by number of responses**



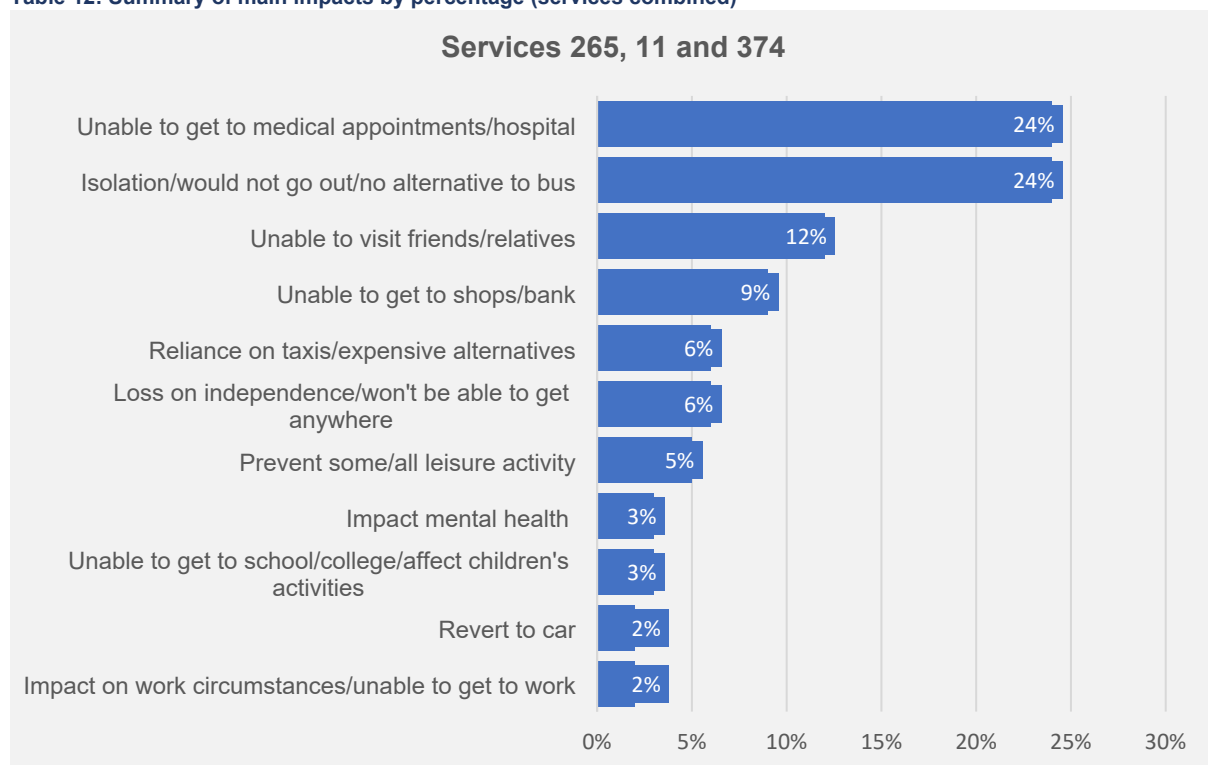
### Question 6:

**If services 11, 265 or 374 did not operate, what would be the impact on you or others you may know?**

- Consultation responses indicated that any reduction to these services would have an overwhelming negative impact on the communities they serve. Consistent with usage patterns, one of the main impacts on respondents is not being able to access hospital/medical appointments.
- Almost a quarter of respondents (24%) had no alternative transport mode, and although some identified taxis as an alternative method, many indicated they would struggle financially to afford a taxi service.
- A significant number of responses raised concerns about the adverse impact of service reductions on specific demographic groups such as the elderly or disabled.
- As well as improving access to a range of necessities such as healthcare and shops, the results highlighted the role access to the services played in tackling social exclusion - by providing greater freedom and independence.

For the purposes of reporting, respondent comments have been categorised into main themes. Please note service user comments often covered more than one theme.

**Table 12: Summary of main impacts by percentage (services combined)**



Example comments which represent consistent themes for each service can be found below:

**Services 374**

In total 213 comments were submitted to this question.

*“I am completing this on behalf of my parents. This is the main way they can travel to the hospital and Basildon town centre. due to walking problems, they cannot reach the bus stop for the 100 buses. Should this service be stopped, they would have no affordable way of getting to hospital appointments or shopping”*

*"I am 88 and do not drive. I do not have the money to pay for taxis to visit my wife who is in a care home in Chadwell St Mary. If you take away the 374 route, I will not be easily able to visit her, go shopping to Stanford, go to Basildon Hospital or Corringham. It would severely impact on my life"*

*"It would be devastating. We would be unable to travel when we want to"*

*"My son would not be able to get to Palmer's college. I would not be able to get to blood tests and shopping and seeing my Great Aunt"*

#### **Service 11:**

In total 207 comments were submitted to this question

*"I would be unable to get to work, pupils won't be able to attend William Edwards and people would not be able to attend Orsett or Basildon"*

*"There are a lot of regular users on the bus that I see daily. They are elderly and would be housebound without this service. Many have hospital appointments or are going to Basildon hospital. The cost of a taxi would not be a viable option"*

*"Some people would not be able to make it to their doctors' appointments and various other appointments. As well as this, I wouldn't be able to travel safely as I do not drive"*

*"My service user with disabilities would be completely isolated"*

#### **Service 265**

In total 60 comments were submitted to the question

*"If I could not go out, I would be depressed, I wouldn't see my local family as they don't drive, we (on the bus) are like a little family and some have no family of their own, the bus is a lifeline".*

*"A dozen or more residents of Bulphan who do not drive would not be able to get to Grays to carry out transactions with the council, banks etc or to do shopping or visit library"*

*"As with all the local services it is important to provide those who do not have the ability to drive, a convenient and reasonably priced service. Removing services such as these isolates villages and especially the more elderly population"*

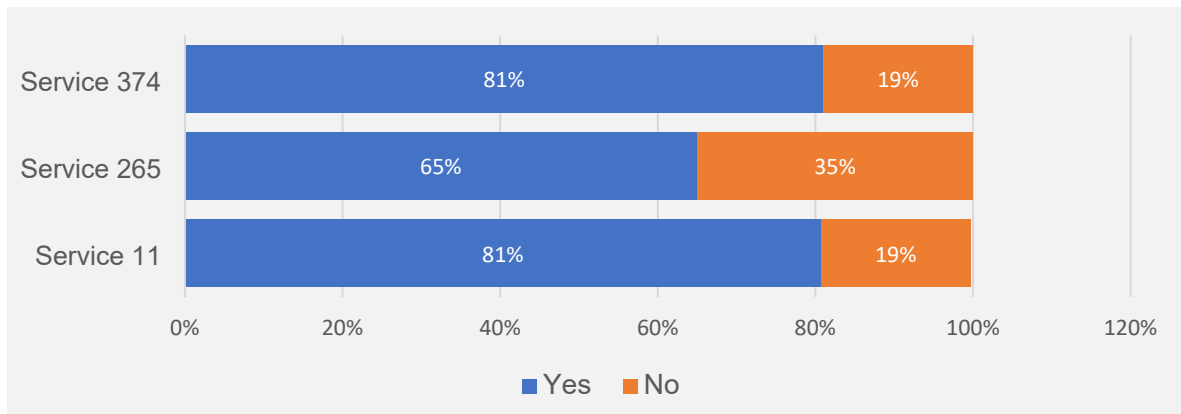
*"If the bus didn't operate, I would feel isolated, and wouldn't be able to get any shopping done"*

#### **Question 7: Do you feel that the services meet your needs as a user?**

The majority of consultees responded positively, with many valuing the bus service as an essential part of their lives. Overall, services were suiting circumstances, respondents that answered 'no' to this question identified the main reasons as services not operating frequently enough or were sometimes unreliable.

In total 218 responses were recorded to this question for service 11, 59 responses were recorded for service 265 and 217 responses were recorded for service 374.

**Table 13: Does the service meet your needs as a user?**

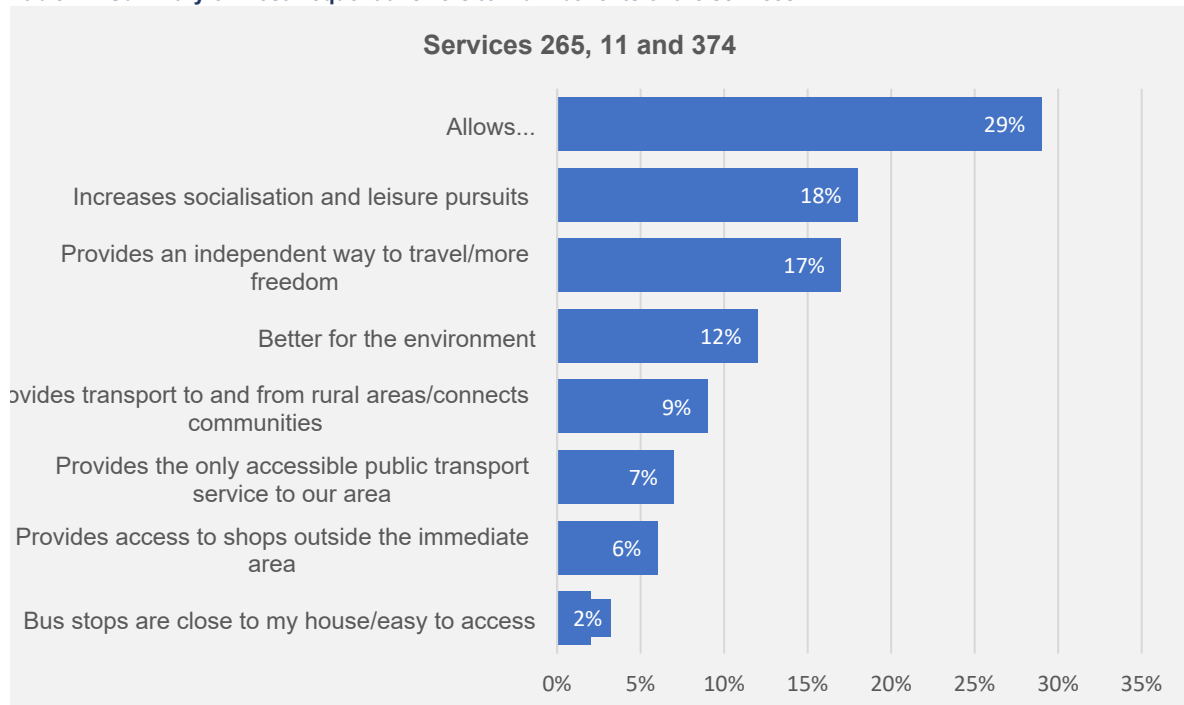


**Question 8:**

**What benefits do these services bring to you and/or your community?**

- Responses were consistent with previous themes; most frequently cited benefits were those associated with the ability to use the services to carry out essential activities
- The bus stops for these services were conveniently located for some of the elderly responders
- Responses highlighted environmental benefits associated with less car use

**Table 14: Summary of most frequent answers to main benefits of the services:**



Example comments representing consistent themes are listed below:

Service 374:

*“East Tilbury do not have safe cycle paths connecting them to other areas, Stanford le hope or Chadwell. The community is reliant on public transport to safely navigate around as a non-driver. It would be non-sensical to remove this service for the residents ET community”*

*“The chance of getting away from the standard routes to Grays/Lakeside/Basildon. A beautiful, leisurely route that everyone enjoys from all walks of life, not just disabled people”*

**Service 11:**

*“The service benefits a disabled person who has no way of getting to these appointments if the service is cut”*

*“The route has the potential to link sizeable communities in places like Aveley and Ockendon with three of the proposed integrated medical centres (Purfleet, Thurrock Community Hospital and Corringham) and with Basildon Hospital. Scrapping the route would confirm the complete lack of consideration that is being given to public transport users in planning medical services in Thurrock”*

*“There are only a couple of buses that cover the ride of the 11, public transport is meant to help the environment and to make a contribution to help global warming”*

**Service 265:**

*It is the only means of transport for some of our young and elder community. For me, its a welcome alternative to driving.*

*Independence given our advancing years.*

*As this is my only way of getting about, this service is very beneficial to my wellbeing as it enables me to get out and about to meet with people which is so important as you get older*

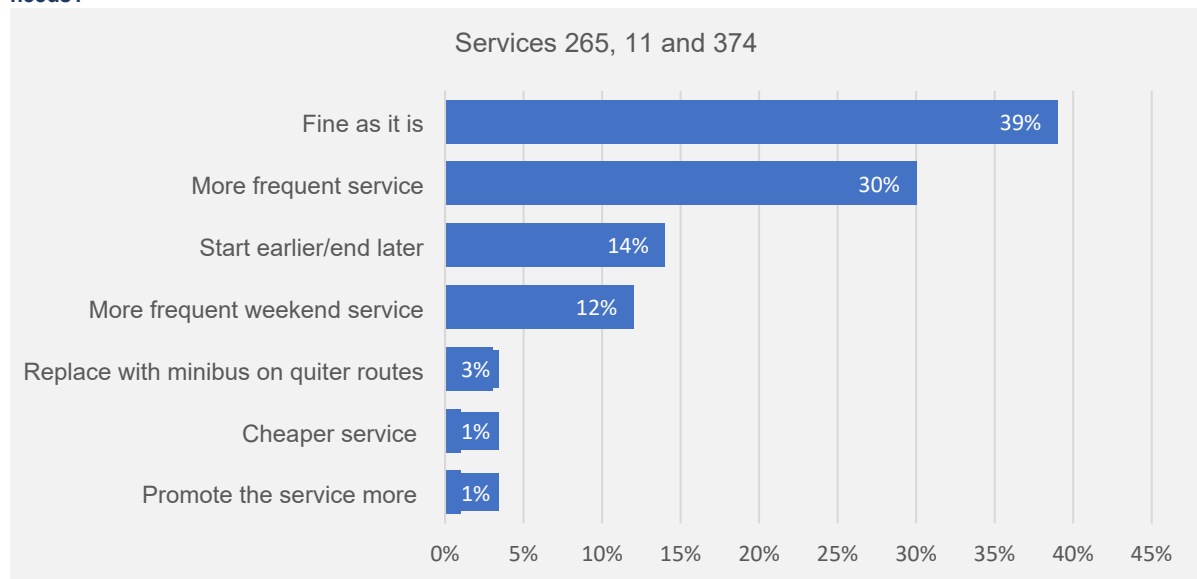
**Question 9:**

**Please tell us how these service(s) can be changed to better meet the needs of the community?**

In total 424 responses were recorded for this question

- Almost 70% of respondents were happy with the existing service or would like the services to be operated on a more frequent basis.
- Some responders suggested the use of a smaller bus or minibus on some of the more rural or less frequent routes.

**Table 15: Summary of most frequent responses to Q How would you change the service to better meet community needs?**



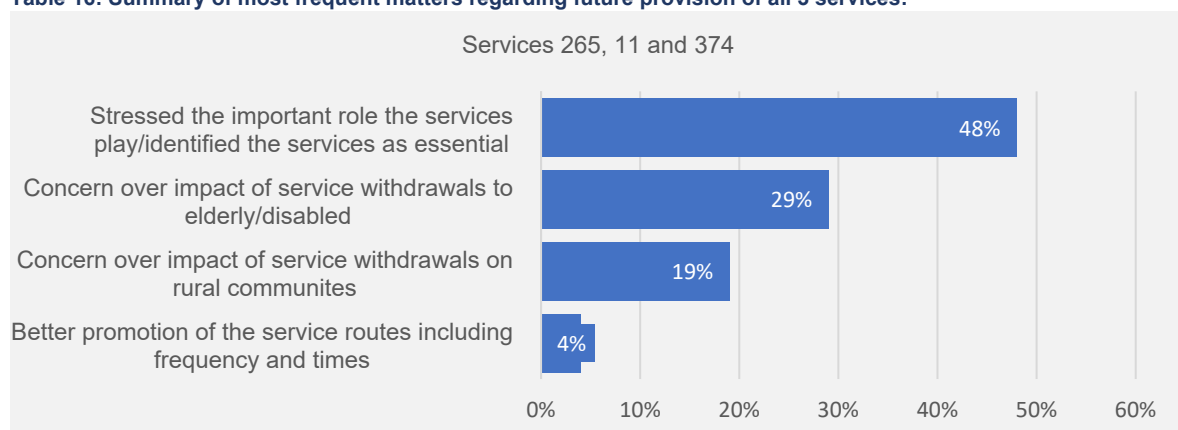
**Question 10:**

**Is there any other matter you would like to raise regarding the future provision of the three supported bus services?**

In total 219 responses were received to this question.

- The overwhelming majority of responses expressed concern over the potential loss of the services, particularly for elderly and disabled users.
- Improvement and promotion of the routes would increase uptake of the services – make them better rather than take them away.

**Table 16: Summary of most frequent matters regarding future provision of all 3 services:**



Example comments representing consistent themes are listed below:

*“I have had a lot of sadness through bereavement during the last few years and the service has allowed me to get out and meet my friend, which has helped my mental health”*

*“They are reliable, the drivers are very professional, kind and student use the bus very often. Bus 374 is the best thing that has happened to us in East Tilbury community. Thank you”*

*“Horndon-on-the-Hill is not well served by busses. With a high number of elderly people in the village and people now not affording to run cars, we need a regular bus service”*

*“For me and my children, BUS 11 serves a vital service every day. As my children attend Purfleet Primary and Harris Academy and we live in Aveley, this is the only bus that serves that route to school. The schools are too far to be able to walk daily and therefore this bus service is essential. Please allow Bus 11 to continue service as without it we won’t know what to do. Thank you”*

**Question 11:**

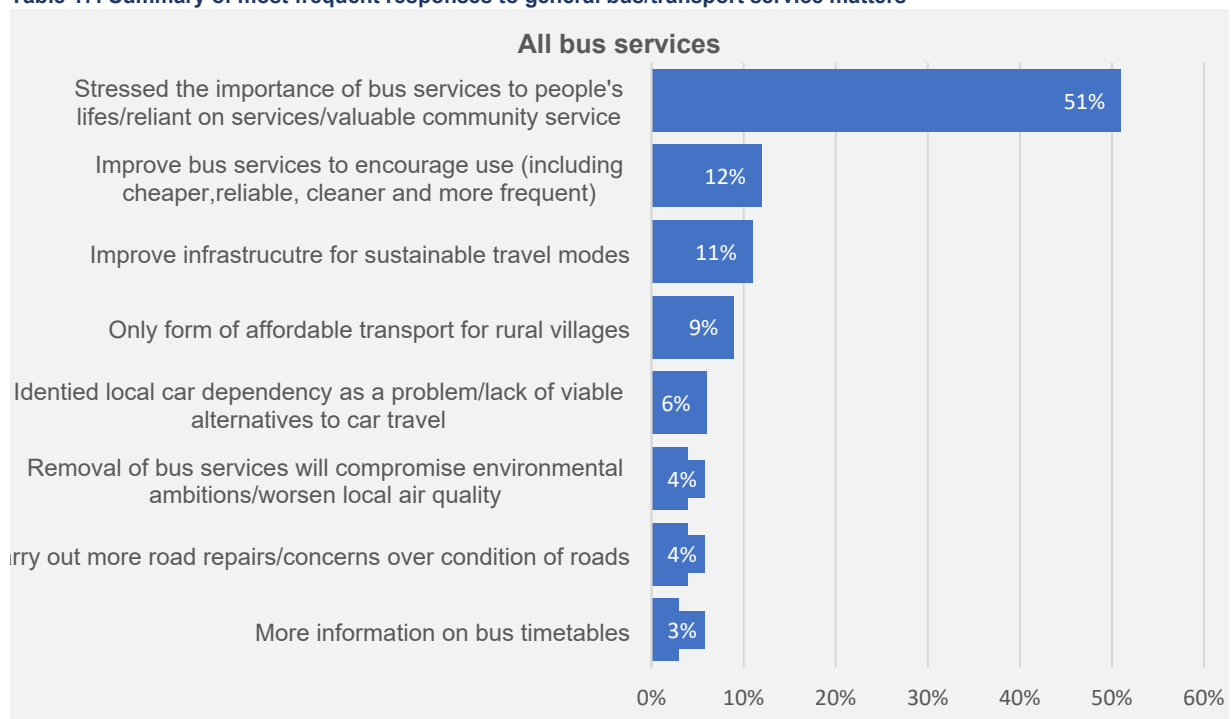
**Is there any other matter you would like to comment on regarding bus or transport services in Thurrock?**

In total 221 responses were recorded to this question.

Respondents were provided with an opportunity to submit any additional comments or concerns about bus services generally in Thurrock.

- Consistent with similar themes, responses highlighted the important role buses play, expressing a variety of concerns and/or detrimental impacts to local communities if services were withdrawn
- Recognition of the environmental benefits associated with public transport use
- Improvements to infrastructure that support sustainable travel modes and/or road conditions would encourage more people to switch and/or improve journeys.

**Table 17: Summary of most frequent responses to general bus/transport service matters**



## 4. Overall Findings

- The majority of respondents provided one or more comments to all of the consultation questions with the exception of questions relating to personal demographics, which some respondents chose not to answer (it may have been because these were at the very end of the survey).
- The results show a largely consistent view of the 3 bus services in Thurrock, with an overwhelming majority valuing the service they provide. Feedback reiterated the desire to either maintain current service provision or enhance it.
- The buses provide a vital service to residents of all age groups, some of whom have no other means of transportation, although one group particularly dependent are the elderly - and for some they have been cited as an absolute lifeline.
- For the majority of respondents, the services played an important role in supporting the everyday journeys that make up their lives and improved access to a range of basic necessities such as healthcare and shops.
- In addition to supporting necessary journeys, the results demonstrate the services are potentially a cost-effective contributor to social inclusion, environmental sustainability, and public health. It was clear access to these transport services were providing significant 'spill-over' benefits in tackling social exclusion, providing greater freedom and independence, and maintaining wellbeing.
- Results emphasised service user concerns for specific population groups, particularly the impact any changes may have on the lives of elderly users.
- Concessionary travel on all 3 routes for older and disabled people is both popular and successful.
- Respondents acknowledge the role buses play as part of a sustainable transport system, reducing congestion and pollution associated with car use. Any reduction in services may encourage more residents to use their cars, impacting air quality and making it more difficult to achieve the boroughs air quality improvement aims.
- Suggestions for future service provision/changes put forward were varied, although the most common responses related to encouraging more use of the services and the need to match bus capacity to passenger demand, whilst retaining connections to key locations. The use of minibuses was suggested on less frequently used routes.

## 5 Next Steps

We will use the information provided by the consultation to inform the next stages of the review. Further information and assessment are currently being sought to aid the process and over the coming months we will continue to appraise the services. Some of this information will include:

**Data of routes:** 12 months of passenger data will be collated to establish the actual level of demand for the services.



**Equalities Impact Assessment:** As part of the review process an Equalities Impact Assessment has been completed to understand how changes to bus services may adversely affect specific demographic groups – the elderly, those with protected characteristics, children and young people, low-income households and other groups who may be disproportionately affected by any changes.

## 6. Appendices

### Appendix A: Survey distribution and collection locations

Location
Aveley Hub
East Tilbury Hub
Belhus Hub
Tilbury Hub
East Tilbury Library
Stanford-le-Hope Library
Horndon on the Hill Post Office/Village Store
East Tilbury Post Office
East Tilbury Village Hall
North Stifford Village Store
Stifford Clays Headon Community Hall
Bulphan Village Hall
Bulphan Stores
Orsett Hospital Reception
Orsett Village Store
Forum members of Horndon on the Hill and Fobbing (for wider community distribution)
Bus services 11, 265 and 374

### Appendix B: Consultation responses

Due to the large volume of consultation responses, these are published on the consultation webpage - <https://consult.thurrock.gov.uk/bus-consultation-2022>

## Appendix C: Consultation materials

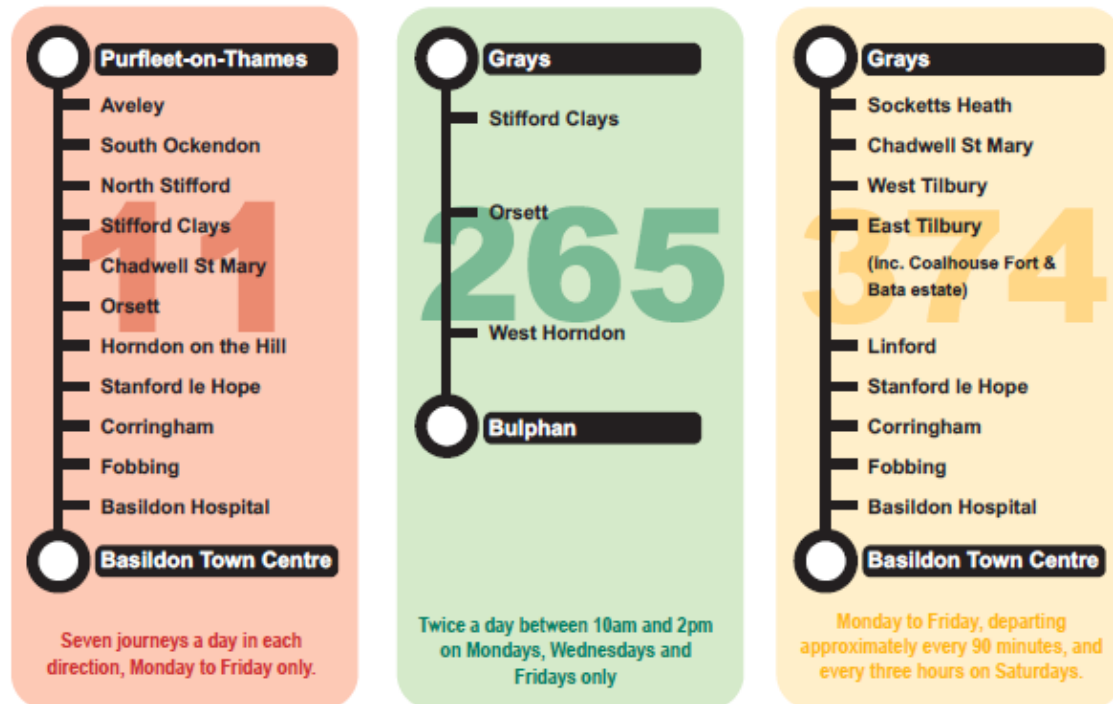
Copy of the paper consultation form

### Thurrock Supported bus services consultation



Thurrock Council financially supports three bus services within the borough. These services, support nearly every community in Thurrock, including some of the more rural areas which are not supported by commercially viable bus routes.

They offer the following:



The council is seeking the views of all stakeholders regarding the provision of these three supported services, to learn more about their importance to the community, and to understand how they are used. This information will then give the council an opportunity to review these services and see if they remain fit for purpose to the needs of the community and retain value for money. As an outcome, this may result in a change to the way in which services supported by the council are provided, with service withdrawals a possibility.

This consultation will run for **12 weeks and closes on 9 October 2022**. The council intends to review and finalise any actions by no later than the end of 2022.

### Returning your questionnaire

Completed forms can be dropped off at **any public library in Thurrock, Thurrock Community Hubs, or at the Civic Offices, New Road, Grays, RM17 6SL**. Alternatively, completed questionnaires can be returned by Freepost to the following address : **FREEPOST - Council PTPP**

Questionnaires can also be completed on our website at : [www.thurrock.gov.uk/say](http://www.thurrock.gov.uk/say)

# Consultation questions

1. Which of the following bus services have you used in the last 6 months? (please select as **many** as you wish)

11  265  374  Another bus service in Thurrock, not listed above

2. How often do you use the bus? (please select **one** only)

Daily  More than once a week  Weekly  Once a month   
 Several times a month  2-3 times per month  No less than once a year  Never

3. What are the main purposes for your bus travel? (please select as **many** as you wish)

Getting to/from work  Going shopping  Health appointments   
 Visiting family and friends  Education or training  Other (please specify below) :

4. What are your main reasons for travelling by bus? (please select as **many** as you wish)

It is the most convenient way to travel  I have no alternative

It is good value  It helps the environment  I have a bus pass

Other (please specify)

5. Where do you regularly travel to/from or have travelled to/from on these services? (please select as **many** as you wish)

11	To	From	265	To	From	374	To	From
Purfleet	<input type="checkbox"/>	<input type="checkbox"/>	Grays	<input type="checkbox"/>	<input type="checkbox"/>	Grays	<input type="checkbox"/>	<input type="checkbox"/>
Aveley	<input type="checkbox"/>	<input type="checkbox"/>	Stifford Clays	<input type="checkbox"/>	<input type="checkbox"/>	Socketts Heath	<input type="checkbox"/>	<input type="checkbox"/>
South Ockendon	<input type="checkbox"/>	<input type="checkbox"/>	Orsett	<input type="checkbox"/>	<input type="checkbox"/>	Chadwell St Mary	<input type="checkbox"/>	<input type="checkbox"/>
North Stifford	<input type="checkbox"/>	<input type="checkbox"/>	West Homdon	<input type="checkbox"/>	<input type="checkbox"/>	West Tilbury	<input type="checkbox"/>	<input type="checkbox"/>
Stifford Clays	<input type="checkbox"/>	<input type="checkbox"/>	Bulphan	<input type="checkbox"/>	<input type="checkbox"/>	East Tilbury (Coalhouse Fort)	<input type="checkbox"/>	<input type="checkbox"/>
Chadwell St Mary	<input type="checkbox"/>	<input type="checkbox"/>	Other *	<input type="checkbox"/>	<input type="checkbox"/>	East Tilbury (Bata Estate)	<input type="checkbox"/>	<input type="checkbox"/>
Orsett	<input type="checkbox"/>	<input type="checkbox"/>				Linford	<input type="checkbox"/>	<input type="checkbox"/>
Homdon on the Hill	<input type="checkbox"/>	<input type="checkbox"/>				Stanford le Hope	<input type="checkbox"/>	<input type="checkbox"/>
Stanford le Hope	<input type="checkbox"/>	<input type="checkbox"/>				Corringham	<input type="checkbox"/>	<input type="checkbox"/>
Corringham	<input type="checkbox"/>	<input type="checkbox"/>				Fobbing	<input type="checkbox"/>	<input type="checkbox"/>
Fobbing	<input type="checkbox"/>	<input type="checkbox"/>				Basildon Hospital	<input type="checkbox"/>	<input type="checkbox"/>
Basildon Hospital	<input type="checkbox"/>	<input type="checkbox"/>				Basildon Town Centre	<input type="checkbox"/>	<input type="checkbox"/>
Basildon Town Centre	<input type="checkbox"/>	<input type="checkbox"/>				Other *	<input type="checkbox"/>	<input type="checkbox"/>
Other *	<input type="checkbox"/>	<input type="checkbox"/>						

\* If "Other" is selected, please specify :



6. If services 11, 265 or 374 did not operate, what would be the impact on you or others you may know?

7. Do you feel that services 11, 265 or 374 meet your needs as a bus user ?  
(please select **one** only)

Yes  No  If "no" please specify why not in the box (below) :

8. What benefits do these services bring to you and/or your community?

9. Please could you tell us how these service(s) can be changed to better meet the needs of the community ?

10. Is there any other matter you would like to raise regarding the future provision of the three supported bus services?

11. Is there any other matter you would like to comment on regarding bus services in Thurrock?

### Thank you for participating in this consultation.

We expect to announce the outcomes from this consultation prior to the end of this year (2022), along with the next steps.

Should you have any issue or wish to get in contact with the council regarding other issues related to buses, please email the team at [passengertransport@thurrock.gov.uk](mailto:passengertransport@thurrock.gov.uk).

Please state your **ethnicity** as you best describe it, in the box below :

Do you consider yourself as having a **disability** ?

Yes  No

Please specify your **gender**

Female  Male  Transgender

Prefer not to say  Other

Please specify your **age** bracket

17 or under  18-24  25-44

45-59  Over 60 years  Prefer not to say

#### Your details

Post Code :  Email Address :

Residential address (Optional) :

Please tick this box if you would like to be contacted on the outcome of this consultation or any other Thurrock bus matters.

Data protection and fair processing statement

We will use your information to provide the service requested. We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, or required by law, or to prevent or detect fraud. To find out more, go to [thurrock.gov.uk/privacy](http://thurrock.gov.uk/privacy). Get free internet access at libraries and community hubs.

The following email shows the promotion of the consultation to all Thurrock councillors.

### Supported Bus Services Consultation



To Members (All)

Cc PassengerTransport@thurrock.gov.uk; [redacted]; [redacted]

Reply Reply All Forward

Mon 18/07/2022 23:22

Thurrock Council is undertaking a consultation with residents and key stakeholders regarding bus services which are financially supported by Thurrock Council – routes 11, 265, and 374. These services support nearly every community and ward in the borough. The council is seeking the views of all stakeholders regarding the provision of these three supported services, to learn more about their importance to the community, and to understand how they are used. This information will then give the council an opportunity to review these services and see if they remain fit for purpose to the needs of the community and retain value for money. As an outcome, this may result in a change to the way in which services supported by the council are provided, with service withdrawals a possibility.

The services which are being consulted on are as follows:

- Service 11 serves Purfleet-on-Thames, Aveley, South Ockendon, North Stifford, Thurrock Hospital, Grays (Blackshots), Chadwell St Mary, Orsett, Horndon-on-the-Hill, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminates at Basildon bus station. There are seven journeys a day in each direction, Monday to Friday only.
- The 265 operates twice a day between 10am and 2pm on Mondays, Wednesdays and Fridays only, connecting Grays, Socketts Heath, Orsett, Bulphan and West Horndon.
- The 374 serves Grays, Socketts Heath via Hathaway Road, Chadwell St Mary, West Tilbury, Coalhouse Fort, East Tilbury, Linford, Stanford-le-Hope, Corringham, Fobbing, Basildon Hospital and terminates at Basildon bus station. These buses run Monday to Friday, departing approximately every 90 minutes, and every three hours on Saturdays.

With the exception of TfL services, and one service funded by Essex County Council, all other bus services are commercial operations and do not fall within this consultation.

This consultation is scheduled to close on 9 October 2022 and will have run for 12 weeks. To enable the necessary participation by all members of the community, officers are looking at how we can make this as accessible as possible. On Friday 15 July, the online consultation portal went live, and is the preferred method for encouraging participation by residents and stakeholders. The link to the portal is: <https://consult.thurrock.gov.uk/bus-consultation-2022>. This page includes a survey and an interactive map. Additionally, we are making hard copy's of the survey available from key locations across the borough, which can either be handed in at local libraries, or we are finalising a freepost license to enable these to be posted back to the council. Passengers on these three services will also be able to request a hard-copy of the survey from the bus driver. We will also be promoting the consultation via posters in bus stops and key locations. We will also be reaching out to all respective Community Forums which represent communities that are served by these three routes, and work with them to help promote the consultation and to distribute surveys.

Should members require copies of the survey, please do let me know how many, and where to send these to, and we can provide them. Also if there are any questions, please do not hesitate to contact me.

Kind regards

[redacted]

## Appendix D: Submission sources

The following data is taken from the Consultation web portal, showing how users accessed the portal and to better understand its reach.

Traffic Channel	Source	Aware Visits	Informed Visits	Engaged Visits
Direct	-	495	227	143
Referrals	android-app	8	5	3
Referrals	apps.talktalk.co.uk	1	0	0
Referrals	email.bt.com	1	1	0
Referrals	Inks.gd	61	29	6
Referrals	purfleet-on-thames.org	4	0	0
Search Engine	bing	13	7	3
Search Engine	duckduckgo	1	0	0
Search Engine	google	96	49	10
Email	ehq	40	27	8
Email	ehq_newsletter	125	84	25
Email	govdelivery	6	0	0
Email	yahoo	1	0	0
Social	facebook	577	243	23
Social	twitter	14	5	1
.GOV sites	gov	62	32	6