

## Kent Bus Service Improvement Plan

### Appendix A – Summary of Engagement Activity

#### Introduction

Although formal consultation is not required by the BSIP guidance, KCC has wanted to ensure that its plan reflected local need and aspiration. The Council has therefore sought to engage as fully as the timescale allowed, working to a principle of light touch consultation to establish resident's priorities and then to supplement this feedback with more detailed discussions with stakeholders in order to understand what the feedback means in their area or for their clients. An all-operator forum has met and then been supplemented by ongoing discussions with appointed operator representatives.

An independent Market Research Company have been engaged to analyse and report on feedback and suggestions made through the Public Consultation and the Stakeholder Working Groups.

This process has been used to inform the pre-funding settlement draft of the BSIP. On understanding of the financial settlement, it is intended to more traditionally consult on the updated draft and gain feed-back on proposed priorities to align with the first Enhanced Partnership Schemes.

The following formal engagement activities and meetings have been undertaken

Table : Summary of Engagement Activity

<b>Dates</b>	<b>Activity</b>	<b>Consultees / Stakeholders Involved</b>
08.04.21	Engagement with Neighbouring Local Authority	East Sussex County Council
14.04.21 and ongoing	Engagement with Neighbouring Local Authority	Medway Council
28.04.21	Transport for South-East Strategy Working Group	TfSE, DfT and other SE LTAs
30.04.21-13.05.21	Initial NBS engagement	Individual meetings with all Kent Bus Operators
28.06.21 – 31.08.21	Public Consultation : to establish priorities for users and provision of service suggestions.	All Kent residents.
17.06.21	All Operator NBS Forum	All Kent Bus Operators
25.06.21	Engagement with Neighbouring Local Authority	Surrey County Council
14.07.21	Initiative Survey	All Kent Bus Operators
14.07.21	Data Request Survey	All Kent Bus Operators

20.07.21 and ongoing	Operator BSIP Working Group	Kent Operators reps
29.07.21	Kent BSIP : Stakeholder Workshop – Kent BSIP Principles	Kent District Councils, Medway Council, KCC Officers, Passenger Focus, Chamber of Commerce, Youth Council, Disability Groups, other user groups.
03.08.21	KCC Members : Kent BSIP Principles	KCC Elected Members
10.08.21	Target Setting Workshop	Transport Focus
August 21	District Council Engagement – Kent BSIP. Local Input to Initiatives	Kent District Councils
12.08.21	Department for Work and Pensions – Input to BSIP Initiatives	Kent Offices of the Department for Work and Pensions
17.08.21	Discussion with TfL r.e. cross boundary approach	TfL
02.09.21	Kent BSIP : Stakeholder Workshop – Kent BSIP Initiatives Review and Feedback	Kent District Councils, Medway Council, KCC Officers, Passenger Focus, Chamber of Commerce, Youth Council, Disability Groups, other user groups.
03.09.21	KCC Members : Kent BSIP Initiatives Review and Feedback	KCC Elected Members
07.09.21	Passenger Charter Workshop	Transport Focus
29.09.21	What passengers want (from BSIPs)	Transport Focus