

## Analysis of Cardiff Third Sector Council consultation response: Welsh Government Improving local bus services in Wales – May 2017

### Introduction

The Welsh Government have produced the [Bus Services Policy Discussion](#) paper which is the Consultation Outcome report on the Improving local bus services in Wales which ran from March until the end of May 2017.

Cardiff Third Sector Council (C3SC) submitted a response to the consultation. The following is a review of what is in the report against the response put forward by C3SC.

<b>Consultation question/proposal</b>	<b>Feedback from consultation</b>	<b>C3SC response</b>
Bus operators should be required to consult with local authorities before bus routes are removed, varied or added	The report states that some of the responses included that ' <i>bus operators need to consult more widely with passengers...</i> ' (page 10).	We supported the proposal. The C3SC response was one of the responses that suggested there should be wider engagement and not just with the local authorities but with passengers, especially those from vulnerable and disadvantaged groups.
Should local authorities be able to set up bus franchises.	Page 18 of the report includes ' <i>...the approach to local bus franchising needs to be standardised across local authorities</i> '.	The C3SC response included " <i>There should be national standards for bus services...</i> ".
Should Welsh Government set the quality standards for bus infrastructure	The report includes ' <i>..whilst other pointed out the provision of appropriate bus shelters, bus stops and timetable information,...</i> ' (page 20)	The C3SC response included the need for provisions in regards to bus stops, bus shelters and accessibility of timetable information.
Do you agree that the Welsh Ministers should issue statutory guidance after consultation to establish the quality expectations for infrastructure (bus stops and bus shelters) and the display of accessible passenger information?	The report on page 23 includes ' <i>Some older people are able to walk short distances and stand for short periods only, so more bus stops and shelters with seating would help to make public transport more accessible</i> '.	The C3SC response included " <i>There should be proper seats in bus shelters for people who are unable to stand or lean for any period of time. The current situation with limited or no proper seating discriminates against the elderly, those with long term conditions and those who are pregnant as they may not be able to stand for long periods of time.</i> "

Do you have any further observations that you would like to make known in relation to the provision of local bus services in Wales?	Page 29 includes mention of the need for improved communication, <i>'This was especially an issue for more vulnerable passengers who are dependent on local bus services for meeting their daily travel needs'</i> .	The C3SC response referred specifically to vulnerable groups, including those from deprived areas, whilst only older people were identified specifically in the report, the mention of wider vulnerable passengers is positive and is more aligned to the response that C3SC submitted.
	The report includes mention of improved passenger information (page 30) Page 31 of the report includes the need for technology to be embraced and developed including <i>'mobile applications'</i> .	the C3SC response which suggested having one website which gives full details for integrated journeys (buses and trains), use of Apps to provide live up to date information and that all bus services using a bus stop should have their timetables displayed in an accessible size font.
<p><b>Impact analysis</b> The C3SC response was one of only two from the third sector, the other was a <i>'leading sight loss charity'</i> (page 22).</p> <p>We were pleased that the need for wider engagement and communication around changes to bus services and when and how to access buses. We were also pleased that vulnerable passengers and older people were mentioned in the report. However, the report would have further benefited from inclusion around the importance of bus services to those from deprived areas and not just focus on older people.</p>		
<p><b>Next steps</b> The Welsh Government will be drawing up more detailed proposals for consultation in 2018. In the meantime, they have launched a consultation on Mandatory Concessionary Fares Schemes in Wales: Maintaining free bus travel for older people, disabled people and injured service veterans, which is running from the 10 October 2017 until the 12 January 2018.</p>		