

# Cabinet – Supplementary Agenda No.1

A meeting of the Cabinet will be held on:

**Date:** Tuesday, 8 February 2022

**Time:** 3.00pm

**Venue:** Civic Suite - Level 2, Gun Wharf, Dock Road, Chatham ME4 4TR

## Agenda

7. **Council Tax Reduction Scheme 2022-23** (Pages 3 - 74)  
Please find enclosed Appendices 1 – 4 to the report.
11. **Medway Bus Service Improvement Plan (BSIP) and Enhanced Partnership (EP)** (Pages 75 - 192)  
Please find enclosed Appendices A and B to the report.

For further information please contact Jon Pitt, Democratic Services Officer/Teri Reynolds, Democratic Services Officer on Telephone: 01634 332715/332104 or Email: [democratic.services@medway.gov.uk](mailto:democratic.services@medway.gov.uk)

Date: 31 January 2022

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- 1.1 The modelled cost of the proposed scheme is £12,554,933. This is £250,006 less than modelled cost of current scheme.
- 1.2 This is based on data and caseload extracted 13 January 2022.
- 1.3 There are some caveats; the modelling does not take account of pending claims as these are either incomplete or have had a change in circumstances meaning that the current entitlement is likely change. Additionally, there are some records where we do not currently hold all the data required to accurately calculate the entitlement under the proposed scheme as it is as not required under the current scheme. This in turn may affect the modelled outcomes. Consequently, whilst the modelled cost is less than the equivalent caseload of the current scheme, this allows for a margin of error resulting from the incomplete data.

**Impact**

<b>Scheme</b>	<b>Total (p.a.)</b>	<b>Difference (p.a.)</b>	<b>number non-zero awards</b>	<b>newly zero awards</b>	<b>max weekly 'gain'</b>	<b>max weekly 'loss'</b>	<b>average weekly diff</b>
<b>Pensioner</b>	6,593,862.66	-1.61	6,019	0	0.00	0.00	0.00
<b>Passported</b>	3,009,892.56	-18,354.17	3,921	5	2.45	-12.38	-0.09
<b>More than 1 dependant</b>	992,811.70	-112,372.71	1,464	63	15.92	-24.91	-1.41
<b>1 dependant</b>	617,731.65	-20,287.99	915	6	15.13	-21.49	-0.42
<b>Couple no dependants</b>	253,526.68	-8,847.31	302	7	15.00	-22.99	-0.55
<b>Single person no dependants</b>	1,087,107.86	-90,142.31	1813	28	13.52	-24.91	-0.94
<b>TOTAL</b>	<b>12,554,933.10</b>	<b>-250,006.11</b>	<b>14,434</b>	<b>109</b>	<b>15.92</b>	<b>-24.91</b>	<b>-0.35</b>

<b>Scheme</b>	<b>Weekly difference</b>	<b>Number of awards</b>
<b>Passported</b>	-£20 to -£10	1
	-£10 to £0	221
	£0 (no change)	3,678
	£0 to £10	26
<b>More than 1 dependant</b>	-£30 to -£20	6
	-£20 to -£10	78
	-£10 to £0	526
	£0 (no change)	720
	£0 to £10	163
	£10 to £20	34
<b>1 dependant</b>	-£30 to -£20	1
	-£20 to -£10	16
	-£10 to £0	268
	£0 (no change)	507
	£0 to £10	109
	£10 to £20	20
<b>Couple no dependants</b>	-£30 to -£20	1
	-£20 to -£10	6
	-£10 to £0	103
	£0 (no change)	128
	£0 to £10	66
	£10 to £20	5
<b>Single no dependants</b>	-£30 to -£20	1
	-£20 to -£10	23
	-£10 to £0	756
	£0 (no change)	838
	£0 to £10	208
	£10 to £20	15



# Diversity impact assessment

<b>TITLE</b>				
Council Tax Reduction Scheme (CTRS)				
<b>DATE</b>				
14 January 2022				
<b>LEAD OFFICER.</b>				
Patrick Knight				
<b>1 Summary description of the proposed change</b>				
What is the change to policy / service / new project that is being proposed? How does it compare with the current situation?				
<p>Section 13A(1)(a) of the Local Government Finance Act 1992 prescribes that Medway Council is required to have a council tax reduction scheme (CTRS). The current 2021-2022 Medway scheme is a 'means-tested' scheme and is available from the following link: <a href="https://democracy.medway.gov.uk/mglIssueHistoryHome.aspx?Ild=29384">https://democracy.medway.gov.uk/mglIssueHistoryHome.aspx?Ild=29384</a>.</p> <p>The traditional link between CTRS and Housing Benefit scheme has been eroded as any new claims by working age applicants are now considered under the Universal Credit scheme, which is administered by the Department for Work and Pensions (DWP) with a separate application for CTRS being made to the council.</p> <p>The service investigated the possibility of changing its CTRS for 2022-23. The aim being to simplify the scheme for both applicants and the service by using an income-based discount based on percentage bandings and income-grid scheme more aligned to council tax discounts than benefits.</p>				
<b>Band/Discount percent</b>	<b>Single person</b>	<b>Couple with no children or young person</b>	<b>Couple or Lone Parent with one child/young person</b>	<b>Couple or Lone Parent with two or more children/young persons</b>
Band 1* 65%	£0 to £94.99	£0 to £129.99	£0 to £179.99	£0 to £239.99
Band 2 55%	£95 to £139.99	£130 to £174.99	£180 to £229.99	£240 to £289.99
Band 3 45%	£140 to £184.99	£175 to £219.99	£230 to £279.99	£290 to £339.99
Band 4 35%	£185 to £229.99	£220 to £264.99	£280 to £329.99	£340 to £389.99
Band 5 20%	£230 to £269.99	£265 to £309.99	£330 to £379.99	£390 to £449.99
Band 6 0%	£270+	£310+	£380+	£450+
<ol style="list-style-type: none"> <li>1. Keep 'as is' scheme or move to a 'banded scheme'</li> <li>2. Remain cost neutral</li> </ol>				

# Diversity impact assessment

3. Scheme to be more transparent and easier to understand for the customer
4. Provide administrative efficiencies by simplification
5. Maintain pension age scheme (including War pensioners)
6. Level of support for working age (maximum level currently 65%)
7. Minimum level of support (currently 50p per week)
8. Banded scheme – ‘grid’ design reflecting household composition and income ranges
9. Protections for customers requiring additional assistance.
10. Calculation of income – including disregards of certain income such as disability benefits, carers allowance, universal credit housing costs, minimum income floor for self-employed
11. Flat rate household earnings disregards to encourage work uptake and simplify scheme
12. Capital limit levels (currently £16,000)
13. Level of Non-dependent deductions (if any)
14. Claiming arrangements
15. Effective dates for new claims and change of circumstance cases
16. Backdating period (currently one month maximum)
17. Use of extended payment schemes (to encourage movement into employment or increase hours./income from current employment.

## 2 Summary of evidence used to support this assessment

Eg: Feedback from consultation, performance information, service user.

Eg: Comparison of service user profile with Medway Community Profile

The consultation process began on 1 October 2021 and finished on 24 December 2021(12weeks). The consultation comprised of the following elements :

- Letter sent by post with a link to the online consultation to 6,000 randomly selected council tax payers (non-recipients of CTR), 3,000 pension-age CTR recipients (not directly affected by proposed scheme changes) and all 9,531 working-age CTR recipients.
- Online survey made available on the Medway website with provision of hard copy of consultation document where required
- Social media campaign
- Notification on the Landlord Portal
- Email to Housing Associations, Welfare & Advice Organisations and Support Groups providing details of the consultation and a link to the online survey to comment and disseminate to other relevant stakeholders.
- Posters and flyers at key council venues and outlets to promote the consultation.
- Consultation was undertaken with the major precepting authorities (Kent Police & Crime Commissioner and Kent Fire & Rescue) who are statutory consultees.

## Diversity impact assessment

There were 819 responses received during the consultation period. A more important measure is whether the response rate provides a representative sample of the population. This provides the ability to assess how closely the results match the 'true value' by using knowledge of the sample size and how often an answer is given to define a 'confidence' level. For the purposes of this survey, we can assess this against response from the general population and those from residents in receipt of CTRS.

There were 317 responses to the randomly selected residents across Medway out of a population of 263,925; this is sufficient to provide a representative sample of the residents' views on the CTRS proposals with a confidence interval of  $\pm 5.5\%$ . So, for example if 47% of our sample picks an answer you can be 'sure' that if the entire population had been asked that between 41.5% ( $-5.5\%$ ) and 52.5% ( $+5.5\%$ ) would have also picked that answer. At the end of the consultation period there were 502 respondents from CTR recipients out of the 15,738 households that are within the scheme. This provides a confidence interval of  $\pm 4.3\%$ . *The 2011 Census population data has been used in this analysis as some demographic characteristics, such as ethnicity and disability, are not updated as part of the latest population estimates published by the Office for National Statistics.*

The headline results are :-

- Whilst under Question 1, 38.33% wished to retain the current CTRS (27.13% said no with 34.54% stating they did not know) this changed significantly once the respondents considered the new proposed Income Grid scheme under Question 6 which saw 67.06% agreeing with its introduction (15.88% stated no with remaining 17.06% stating they did not know).
- All twelve proposed changes (Parts) saw the majority saying they agreed with the proposal. Agreement with each proposal was in the range of 55.53% to 81.16%
- Disagreement with each proposal was in the range of 5.77% to 17.66%
- "Don't know" response with each proposal was in the range of 12.89% to 29.38%

# Diversity impact assessment

## Age

Whilst the proposals relate to a working age scheme, this is specified within law and the council is following its obligations. The consultation was open to all and the response was as follows:

Age range	%
18-24	0.29%
25-34	6.47%
35-44	10.88%
45-54	22.65%
55-64	28.82%
65-74	14.71%
75-84	9.41%
85+	1.76%
Prefer not to say	5.00%

## Disability

The consultation asked recipients if they considered that their day-to day activities were limited due to a health problem or disability. The response was:

Yes	39.58%
No	52.38%
Don't know	2.38%
Prefer not to say	5.65%

## Race

The consultation sought to encompass all ethnic groups and the results are as follows:

Prefer not to say	7.69%
White British	80.18%
White Irish	0.00%
White Gypsy or Irish Traveller	0.00%
Any other White background	4.14%
Mixed/Multiple ethnic groups – White & Black African	0.00%
Mixed/Multiple ethnic groups – White & Black Caribbean	0.89%
Mixed/Multiple ethnic groups – White & Asian	0.30%
Any other multi mixed background	0.59%
Asian or Asian British - Pakistani	0.59%
Asian or Asian British - Indian	2.07%
Asian or Asian British - Bangladeshi	0.89%
Asian or Asian British - Chinese	0.00%
Any other Asian background	0.30%
Black African	0.89%
Black Caribbean	0.59%
Black British	0.89%
Any other Black background	0.30%

# Diversity impact assessment

## Sex

The consultation requested the respondents sex and the responses were:

Male	46.61%
Female	46.61%
Prefer not to say	6.78%

## Low income households

By virtue of the consultation and the subject, it is likely that the majority of respondents would be in receipt of council tax reduction 61.24% of those who responded were in receipt of council tax reduction.

### 3 What is the likely impact of the proposed change?

Is it likely to:

Adversely impact on one or more of the protected characteristic groups

Advance equality of opportunity for one or more of the protected characteristic groups

Foster good relations between people who share a protected characteristic and those who don't

(insert Yes when there is an impact or No when there isn't)

Protected characteristic groups (Equality Act 2010)	Adverse impact	Advance equality	Foster good relations
Age	Yes	No	No
Disability	No	Yes	Yes
Gender reassignment	No	No	No
Marriage/civil partnership	No	No	No
Pregnancy/maternity	No	No	No
Race	No	No	No
Religion/belief	No	No	No
Sex	No	No	No
Sexual orientation	No	No	No
Other (eg low income groups)	No	Yes	No

# Diversity impact assessment

## 4 Summary of the likely impacts

Who will be affected?

How will they be affected?

**There will inevitably be a very small minority customers who are better off under the new scheme and some who are worse off. However, the wider impacts of the scheme are:**

- The new scheme has been designed to support all low-income taxpayers and has been created strictly in accordance with the legislative requirements.
- The scheme changes will only apply to working age applicants, pension age applicants are covered by the Prescribed Requirements Regulations determined by Central Government and will not be affected by these changes.
- Any entitlement is awarded to claimants depending on their financial position and the number of people in their household and not any other criteria.
- All working age people are able to apply for the scheme and it is the revised scheme allows all working age people to estimate their entitlement

### Modelled impact

Scheme	Total (p.a.)	Difference (p.a.)	number non zero awards	newly zero awards	max weekly 'gain'	max weekly 'loss'	Avg. weekly diff
Pensioner	6,761,896	0	6,164	0.00	0.00	0.00	0.00
Passported	3,330,131	-22,127	4,358	4.00	2.45	-12.38	-0.10
More than 1 dep	941,012	-168,171	1,411	64.00	13.96	-28.52	-2.17
1 dep	571,155	-57,596	873	13.00	13.89	-22.99	-1.24
Couple no deps	267,050	-17,401	324	9.00	15.10	-20.44	-1.00
Single person no deps	963,299	-136,037	1,647	43.00	14.87	-20.44	-1.54
<b>TOTAL</b>	<b>12,834,543</b>	<b>-401,333</b>	<b>14,777</b>	<b>133.00</b>	<b>15.10</b>	<b>-28.52</b>	<b>-0.52</b>

- The scheme is designed to protect the households with the lowest incomes and will redistribute the levels of support available in a fairer manner. The overall aim of this scheme is for the cost of the 2022-23 scheme to remain cost neutral when compared (based on the current caseload) to the current estimated expenditure for the 2021-2022 scheme. This will continue to allow up to 65% support to those applicants

# Diversity impact assessment

on the lowest incomes and those who receive passported benefits (Income Support, Job Seeker’s Allowance (Income Based), Employment and Support Allowance (Income Related));

- The scheme will protect applicants who are disabled or where any member of their household is disabled;
- The scheme will be more generous to carers;
- All existing capital disregards will apply in the new scheme.

## 5 What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?

What alternative ways can the Council provide the service?

Are there alternative providers?

Can demand for services be managed differently?

All applicants, if they are detrimentally affected by the new scheme, will be able to apply for a payment from the Council’s Exceptional Hardship Fund. This is in line with Section 13A of the Local Government Finance Act 1992.

## 6 Action plan

Actions to mitigate adverse impact, improve equality of opportunity or foster good relations and/or obtain new evidence

Action	Lead	Deadline or review date
For any claimants who find themselves worse off under the new scheme, an Exceptional Hardship Fund will be launched alongside the new scheme. Applications to this can be monitored to identify trends	PK	01 July 2022
Monitoring of collection rates for council tax	IJ	Monthly
Communication plan to launch the new scheme	GG	March 2022
FAQs to be sent alongside council tax bills	GG	Feb 2022

# Diversity impact assessment

<b>7 Recommendation</b>
The recommendation by the lead officer should be stated below. This may be: to proceed with the change, implementing the Action Plan if appropriate, consider alternatives, gather further evidence If the recommendation is to proceed with the change and there are no actions that can be taken to mitigate likely adverse impact, it is important to state why.
Recommended – It is recommended that the new proposed Council Tax Reduction scheme be implemented from 1 <sup>st</sup> April 2022.
<b>8 Authorisation</b>
The authorising officer is consenting that the recommendation can be implemented, sufficient evidence has been obtained and appropriate mitigation is planned, the Action Plan will be incorporated into the relevant Service Plan and monitored
<b>Assistant Director</b>
<b>Date of authorisation</b>



# Council Tax Reduction Scheme 2022/23 Consultation

## 1. General Data Protection Regulations

This notice is about Medway Council and the collection of personal information for the Council Tax Reduction Scheme 2022/23 Consultation. Medway Council will be referred to as 'we', 'us' or 'our' in this notice. We are the data controller for the information you provide, this means we decide how your personal data is processed and for what purposes in relation to this survey.

By taking part in this survey, you will be agreeing to us processing your personal information in the running of this survey and the analysis of your response. Your information will not be passed to any other third parties unless stated below or we are required to do so by law. The types of activity this includes is: processing your survey, grouping and analysing the results by different characteristics e.g. age group, using anonymised comments, sharing aggregated results with other parts of the council, sharing aggregated results with ACS Consultancy, sharing response level information with other parts of the council and sharing response level information with ACS Consultancy. We will ask you for your consent for any other information that is not vital for the running of the survey where relevant.

When completing the survey, you will be asked to provide information about:

- Your demographics age group, sex, ethnicity and if you have a long-term illness or disability. Whether you live in Medway.
- Your organisation if you are answering on behalf of an organisation.
- Whether you are in receipt of Council Tax Reduction, work status, whether you are liable to pay council tax, and if you are currently serving in the Armed Forces.

This is a voluntary part of the survey allowing us to understand the profile of respondents, if there are any differences between groups and how it compares to Medway as a whole. Wherever possible this information is grouped to make it harder to identify a person, e.g. we ask your age group rather than your date of birth.

We will keep the completed surveys for six years after the close of the survey.

We will process your data as you have given your consent to complete the survey. After you have submitted the survey we have a legitimate interest in the processing of your personal data for the purposes outlined above.

If you would like to contact us for more information about the Council Tax Reduction Consultation you can contact us by email [CTR2022@medway.gov.uk](mailto:CTR2022@medway.gov.uk) or in writing to Medway Revenue and Benefits Service, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR.

If you have any queries or complaints about this privacy notice please contact us:- Data Protection Officer, Information Governance Team, Legal Services, Medway Council, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR or by email at [GDPR@medway.gov.uk](mailto:GDPR@medway.gov.uk).

You can view more information about your data protection rights at [https://www.medway.gov.uk/info/200217/freedom\\_of\\_information/347/data\\_protection/2](https://www.medway.gov.uk/info/200217/freedom_of_information/347/data_protection/2)

## **2. Background to the Consultation**

### **What is this consultation about?**

Each year Medway Council must decide whether to change the Council Tax Reduction Scheme for working age applicants in its area. This year the Council has decided to significantly change the Council Tax Reduction Scheme to:

Make the scheme easier for residents to understand and access;

Provide greater stability to those who are in receipt of support;

Make the scheme work better with the Universal Credit award system;

Build in capacity to better manage increase in demand; and

Reduce administration costs which will ultimately prevent any additional costs being added to the Council Tax.

### **What is Council Tax Reduction?**

Council Tax Reduction is a discount for Council Tax. The level of discount is based on the income of the household. Currently the maximum discount is 65% of Council Tax for working age households and 100% for pensioners. We are not proposing to change the maximum level of support available.

### **Why is a change to the Council Tax Reduction scheme being considered?**

Councils are required to review their schemes each year and decide if they want to make any changes.

Before any changes can be implemented, they must be subject to public consultation.

Medway Council is proposing a number of changes to its existing scheme following a report to the Council's Cabinet on 03/08/2021. Details can be found on the following link under item 6 Council Tax Reduction Scheme 2022- 2023.

<https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&MId=5057> (hard copy available upon request). The Council has a duty to consult you and provide you with the opportunity to tell us your views on the proposed changes to our Council Tax Reduction Scheme.

The Council is consulting on the following changes to its scheme for 2022/23 (more detail on the change proposals is given further in the consultation):

Introducing an income 'grid' scheme for all working age applicants replacing the current scheme which was based on the previous Council Tax Benefit Scheme. This will provide up to 65% support in certain cases **(Part 1)**;

Continuing to limit the number of dependant children used in the calculation of support to two for all working age applicants to provide consistency with the Department for Work and Pensions benefit schemes **(Part 2)**;

Introducing a flat rate non-dependant deduction of £10 per week for those non-dependants who are working and £5 per week for those who are not **(Part 3)**;

Disregarding the housing element of Universal Credit (in the same way that Housing Benefit is not considered income) **(Part 4)**;

Replacing the current earnings disregards (also known as a work allowance) with a standard £25 disregard for all applicants where they are in work **(Part 5)**;

Introducing a Minimum Income Floor for self-employed applicants **(Part 6)**;

Removing the Extended Payment provision **(Part 7)**;

Calculating all new claims and changes in circumstances to be effective of the day of the change in line with the discount schemes, rather than the current (benefit based) weekly basis **(Part 8)**;

Provide for backdating any discount (up to a maximum of 12 months) where circumstances show that the claimant would have been continuously eligible for the period in question had they applied at that time **(Part 9)**;

Protecting disabled persons by disregarding Personal Independence Payments or Disability Living Allowance and providing a further disregard of £40 per week where either the applicant, partner or dependant is in receipt of the disability benefit **(Part 10)**;

Protecting carers by fully disregarding any Carer's Allowance and the Support Component for those applicants in receipt of Employment and Support Allowance in the calculation **(Part 11)**;

Continuing to protect War Pensioners by disregarding War Pensions or War Disablement pensions in full and by enabling up to 100% support to be granted in some cases (**Part 12**);

In Medway area, almost 16,000 people currently receive Council Tax Reduction. The gross cost of the scheme is £13.98m which is spread across the Council (83.8%), Fire (4.4%) and Police (11.8%) in accordance with the proportion of Council Tax which each organisation levies (which is shown in brackets).

### **Who will this affect?**

Working age households in the Medway area who currently receive or will apply for Council Tax Reduction.

Pension age households will not be affected as Central Government prescribes their scheme.

### **Are there any alternatives to changing the existing Council Tax Reduction Scheme?**

We have thought about other options. These have not been completely rejected (including maintaining the current scheme) and you are asked about them in the questionnaire, but, at the moment we do not think we should implement them for the reasons given.

### **We have considered:**

#### **Continuing with the current scheme**

This would mean less support for certain households and higher administration costs generally. Not making the proposed changes would significantly increase the administration of Council Tax Reduction. The current scheme does not work effectively with the Government's Universal Credit system. The multiple changes in Universal Credit inevitably lead to multiple changes in Council Tax Reduction which also impact collection of the charge.

This would increase the costs for all Council taxpayers in the area paying towards the scheme. The decision to increase Council Tax may need to be made by voting in a local referendum; or

**Reduce funding to other Council services to pay for additional administration costs** Keeping the current Council Tax Reduction scheme will mean an increase in administration costs and less money available to deliver other Council services.

#### **Other banded scheme models**

However, we are not proposing these as they could have too many negative consequences.

**1. I have read the background information about the Council Tax Reduction Scheme: This question must be answered before you can continue. \***

Yes

No

### **3. Changing the Scheme**

**2. Should the Council keep the current Council Tax Reduction scheme? (Should it continue to administer the scheme as it does at the moment?) \***

Yes

No

Don't Know

**3. Please use the space below to make any comments you have on keeping the Council Tax Reduction Scheme in its current format.**

### **4. Options for change**

Do you think we should choose any of the following options rather than the proposed changes to the Council Tax Reduction Scheme? Please select one answer for each source of funding.

**4. Increase the level of Council Tax to cover the rising administration costs? \***

Yes

No

Don't know

## 5. Find the additional administration costs by cutting other Council Services? \*

- Yes
- No
- Don't know

## 5. Part 1 – The introduction of an Income Grid scheme to replace the current scheme for all applicants of working age

As explained in the background information, the Council is primarily consulting on the following proposals to change the existing Council Tax Reduction Scheme from 1st April 2022, which will reduce the administration cost of the scheme generally. The changes will also make the scheme simpler. Please note that whilst the changes are intended to reduce the level and cost of administration, the Council is not looking to reduce the total overall level of support available. For the lowest income households, the changes may increase the amount of support provided. Your responses are a part of this consultation.

The current scheme for Council Tax Reduction is largely based on the previous Council Tax Benefits scheme which was assessed alongside Housing Benefit. Housing Benefit for working age applicants is being phased out and it is not now possible to make new claims. Whilst Housing Benefit was the main provider of housing support for the working age, it was logical to maintain a Council Tax Reduction Scheme that mirrored the approach. With the roll out of Universal Credit, it gives the opportunity to significantly simplify what is effectively a Council Tax discount.

It is proposed that a simplified income 'grid' scheme will be introduced. Table 1 shows the level of discount available.

**Table 1**

Band	Discount	Single Person	Couple with no children	Couple or Lone Parent with one child/young person	Couple or Lone Parent with two or more children/young persons
1*	65%	£0 to £94.99	£0 to £129.99	£0 to £179.99	£0 to £239.99
2	55%	£95 to £139.99	£130 to £174.99	£180 to £229.99	£240 to £289.99
3	45%	£140.00 to £184.99	£175 to £219.99	£230 to £279.99	£290 to £339.99
4	35%	£185 to £229.99	£220 to £264.99	£280 to £329.99	£340 to £389.99
5	20%	£230 to £269.99	£265 to £309.99	£330 to £379.99	£390 to £449.99
6	0%	£270+	£310+	£380+	£450+
5	20%	£230 to £269.99	£265 to £309.99	£330 to £379.99	£390 to £449.99
6	0%	£270+	£310+	£380+	£450+

\*Where any applicant or their partner are in receipt of Income Support, Income-Based Jobseeker's Allowance or Income-Related Employment and Support Allowance, a Band 1 discount will be given.

It is proposed that we may increase the level of incomes within the grid (Table 1) on an annual basis by the appropriate level of inflation measured by the Consumer Price Index (CPI) at 1st October preceding the effective financial year, rounded to the nearest pound.

**The key principles of the scheme are as follows:**

The level of discount (shown in the grid) will be based on the total net income (determined by the Council) of the applicant and their partner;

Income levels can vary in accordance with household size;

The maximum support available will remain at 65% (it should be noted that war pensioners will continue to receive support up to 100% as in the current scheme);

Certain aspects of the current scheme will be carried forward into the new scheme namely Disability Living Allowance, Personal Independence Payments and Child Benefit will continue to be disregarded;

Child Maintenance will also be disregarded from the calculation;

Applicants receiving Income Support, Income Related Employment and Support Allowance and Income-Based Jobseeker's Allowance will receive a Band 1 discount. Where applicants are not in receipt of those benefits and their income is above the levels specified in Band 1, Council Tax Reduction shall be awarded at the appropriate level (Bands 2, 3, 4 & 5);

The grid will be limited to a maximum of two dependant children (**see Part 2**);

One of two flat rate charges will be made for non-dependants who live with the applicant (**see Part 3**);

Disregarding the housing elements of Universal Credit (**see Part 4**);

Removing all of the current earnings disregards and replacing them with a standard £25 disregard for all applicants where they are in work (**see Part 5**);

Introducing a Minimum Income Floor for self-employed applicants (**see Part 6**);

Removing the Extended Payment provision (**see Part 7**);

Making all new claims and changes in circumstances which change any entitlement to Council Tax Reduction on a daily basis rather than the current (benefit based) weekly basis (**see Part 8**);

Allowing discounts to be backdated up to 12 months. (**see Part 9**);

Protecting disabled persons by disregarding Personal Independence Payments or Disability Living Allowance and providing a further disregard of £40 per week where either the applicant, partner or dependant is in receipt of the disability benefit (**Part 10**);

Protecting carers by fully disregarding any Carer's Allowance and the support component for those applicants in receipt of Employment and Support Allowance in the calculation (**Part 11**); and

Continuing to protect War Pensioners by disregarding War Pensions or War Disablements pensions in full and by enabling up to 100% support to be granted in some cases (**Part 12**).

As with any change there may be both winners and losers; however, the Council is keen to protect as many applicants as possible.

Most applicants will receive the same support next year. Inevitably some households will have a little more to pay. Where an applicant experiences exceptional hardship, they will be able to apply for additional support from the Council under its Exceptional Hardship Fund.

**The benefits of doing this are:**

It provides more targeted support to those on the lowest incomes;

It provides a simpler scheme, easily understood by all applicants;

It will save significant increases in administration costs due to the introduction of Universal Credit; and

It should provide greater stability to Council Tax Reduction recipients by reducing the number of Council Tax demands during the year which prevents multiple changes to monthly instalments.

**The drawbacks of doing this are:**

Whilst the Council will look to protect Council Tax Reduction recipients as far as possible, there may be a few winners and losers; and some higher income households may receive less support.

**6. Do you agree with introducing an income-based banded discount scheme? \***

Yes

No

Don't Know

**7. If you disagree please explain why and what alternative would you propose?**



## **6. Part 2 - To limit the number of dependant children within the calculation for Council Tax Reduction to a maximum of two for all applicants**

Within the current scheme, applicants who have children are awarded a dependant's addition within the calculation of their needs (Applicable Amounts). From April 2017, the Government scheme limited dependants in Universal Credit, Housing Benefit and Tax Credits to a maximum of two. Some applicants were protected where they made a claim for support before that date and already had more than two dependants. The new scheme will be based on an income grid system which takes into account the number of dependants within the household; however, it will be limited to two, for all applicants.

Child Benefit continues to be paid for every dependant and this will not count towards the applicants' income for the purpose of calculating Council Tax Reduction.

### **The benefits of doing this are:**

Council Tax Reduction will be brought into line with the Department for Work and Pensions (DWP) benefits; and

It is simple and administratively easy to incorporate within the scheme.

### **The drawbacks of doing this are:**

Applicants who have three or more dependant children may receive less Council Tax Reduction. However, this is offset by the Child Benefit not being counted. If the applicants face exceptional hardship they may apply for additional support through the Council's Exceptional Hardship Scheme.

**8. Do you agree with this change to the scheme? \***

- Yes  
 No  
 Don't Know

**9. If you disagree please explain why and what alternative would you propose?**

## **7. Part 3 – To set ‘flat rate’ non-dependant deductions**

Currently, where an applicant (and their partner if they have one) has other adults living with them such as adult sons, daughters etc., their Council Tax Reduction may be reduced. Any charge made is called a non-dependant deduction. The Council currently makes a range of deductions depending on the circumstances of the non-dependant. In theory, the applicant should look to recoup this deduction from those adults. The Council cannot recover these charges from the non-dependant and must seek payment from the applicant, who will be in receipt of a low income or benefits. This option will introduce two ‘flat-rate’ non dependant deductions as follows:

£5 per week where the non-dependant is not working; and

£10 per week where the non-dependant is in work.

**The benefits of doing this are:**

The change is simple and administratively easy to incorporate within the scheme.

**The drawbacks of doing this are:**

A deduction will continue to be made where a non-dependant resides in the premises.

**10. Do you agree with this change to the scheme? \***

- Yes  
 No  
 Don't Know

**11. If you disagree please explain why and what alternative would you propose?**

## 8. Part 4 – Disregarding the housing element of Universal Credit

By moving to an income-based grid scheme it is essential that certain benefits are disregarded from the calculation of income. In order to protect the most vulnerable applicants, it is proposed that the following are not counted when assessing a person's income:

Any amount determined by the authority as being awarded for the housing element of Universal Credit.

### **The benefits of doing this are:**

It will assist and support the most vulnerable; and

The change is simple and administratively easy to incorporate within the scheme.

### **The drawbacks of doing this are:**

There may be a slight increase in the overall cost of the scheme.

### **12. Do you agree with this change to the scheme? \***

- Yes
- No
- Don't Know

### **13. If you disagree please explain why and what alternative would you propose?**

## 9. Part 5 – Removing the current earnings disregards and replacing them with a standard £25 per week disregard for all working applicants

Currently, where applicants (or their partner if they have one) have earnings and work over 16 hours per week, an earnings disregard is applied depending on their individual circumstances. The standard disregards (only one is awarded) are £5 per week for a single person, £10 per week for a couple, £20 per week if they meet certain conditions such as disablement or part time special employments or £25 for lone parents. If they work additional hours, in some circumstances they may receive an additional £17.10 disregard per week. Also, if childcare is paid by the applicant above that received free from Central Government, then further disregards can be made against earnings for monies paid out.

The proposed change to the scheme would introduce a standard, single disregard of £25 per week for the applicant where they work. The disregard will apply against earnings only. All other disregards will be removed.

### The benefits of doing this are:

The change is simple and administratively easy to incorporate within the scheme; and

It makes the scheme easier to understand for Council Tax Reduction applicants and recipients.

### The drawbacks of doing this are:

There may be applicants with larger families and who have high childcare costs (not met by Government schemes) who may see a reduction in support. (It should be noted that this is offset by the Child Benefit not being counted and that all applicants that face exceptional hardship may apply for additional support under the Council's Exceptional Hardship Scheme).

### 14. Do you agree with this change to the scheme? \*

- Yes
- No
- Don't Know

### 15. If you disagree please explain why and what alternative would you propose?

## 10. Part 6 - To introduce a Minimum Income Floor for self-employed applicants

In order to align Council Tax Reduction with Universal Credit, the Council proposes to use a minimum level of income for those applicants who are self-employed. This would be in line with the National Living Wage for 35 hours worked per week. Any income above this amount would be taken into account based on the actual amount earned. The income would not apply for a designated start-up period of one year from the start of the business and the Council would have the discretion to waive the use of this facility in exceptional circumstances.

### The benefits of doing this are:

The change is simple and administratively easy to incorporate within the scheme; and

The treatment of income for self-employed claimants for Council Tax Reduction will be brought broadly into line with those applicants who are self-employed and who are in receipt of Universal Credit.

### The drawbacks of doing this are:

Where a working age applicant is self-employed and continues to run a business where their income is below the national living wage level, the Council will assume they earn at least the minimum level (based on a 35-hour week, regardless of the hours they work).

### 16. Do you agree with this change to the scheme? \*

- Yes
- No
- Don't Know

### 17. If you disagree please explain why and what alternative would you propose?

# 11. Part 7 – Removing the Extended Payment provision

In certain cases, where applicants have been in receipt of prescribed benefits (such as Income Support, Jobseekers Allowance or Employment and Support Allowance) and move into work which ends their entitlement, Council Tax Reduction can be paid for an additional 8 weeks after commencing work or increasing their hours. Similar provisions do not exist for Universal Credit claimants. As Universal Credit is to replace those existing (legacy) benefits, the Council feels that these provisions are no longer appropriate.

### The benefits of doing this are

It will treat all applicants in receipt of DWP benefits equally; and

The change is simple and administratively easy to incorporate within the scheme.

### The drawbacks of doing this are:

Applicants who are still in receipt of legacy benefits and who move into work before being transferred to Universal Credit may lose any potential extended payment.

### 18. Do you agree with this change to the scheme? \*

- Yes
- No
- Don't know

### 19. If you disagree, please explain why and what alternative would you propose?

**12. Part 8 – Any new claim or change in circumstances which changes Council Tax Reduction entitlement will be made from the date on which the change occurs, (rather than on a weekly basis as at present)**

New claims and changes in circumstances that affect entitlement to Council Tax Reduction, under the current scheme, are largely effected on a weekly basis. As Council Tax is a daily charge, the Council believes it makes more sense to change entitlement to Council Tax Reduction on a daily basis. It should be noted that, the proposed new scheme is designed to reduce the number of changes that will affect entitlement in any event.

**The benefits of doing this are:**

It is in line with the way that Council Tax is charged and operated; and

The change is simple and administratively easy to incorporate within the scheme.

**The drawbacks of doing this are:**

There are no drawbacks to this option.

**20. Do you agree with this change to the scheme? \***

- Yes
- No
- Don't Know

**21. If you disagree, please explain why and what alternative would you propose?**

## 13. Part 9 – Extending the backdating provisions within the scheme

The current scheme limits the backdating of any application for Council Tax Reduction to 1 month before the date of application where continuous 'Good Cause' is proven.

The Council is of the opinion that the scheme should provide for backdating any discount (up to a maximum of 12 months) where circumstances show that the claimant would have been continuously eligible for the period in question had they applied at that time.

### The benefits of doing this are:

This option will allow the Council more flexibility in granting support; and

The change is simple and administratively easy to incorporate within the scheme.

### The drawbacks of doing this are:

There are no drawbacks to this change. It is unlikely to increase the costs of the scheme significantly.

### 22. Do you agree with this change to the scheme? \*

Yes

No

Don't know

### 23. If you disagree, please explain why and what alternative would you propose?



## **14. Part 10 – Protecting disabled persons by disregarding Personal Independence Payments or Disability Living Allowance and providing a further disregard of £40 per week where the applicant, partner or dependant is in receipt of the disability benefit.**

By moving to an income-based grid scheme it is essential that certain benefits are disregarded from the calculation of income. In order to protect the most vulnerable applicants, it is proposed that Personal Independence Payments and Disability Living Allowance are not counted when assessing a person's income. In addition, where either the applicant, their partner or any dependant is in receipt of any of those benefits, a further disregard of £40 per week will be made from the income used in the calculation

### **The benefits of this option are:**

It will assist and support the most vulnerable; and

The change is simple and administratively easy to incorporate within the scheme.

### **The drawbacks of doing this are:**

There are no drawbacks to this change as it will continue to protect persons with a disability. It is unlikely to increase the costs of the scheme significantly.

### **24. Do you agree with this change to the scheme? \***

- Yes
- No
- Don't Know

### **25. If you disagree please explain why and what alternative would you propose?**

## 15. Part 11 – Disregarding Carer's Allowance and the Support Component of the Employment and Support Allowance

By moving to an income-based grid scheme it is essential that certain benefits are disregarded from the calculation of income. In order to protect the most vulnerable applicants, it is proposed that Carer's Allowance and the Support Component of Employment and Support Allowance are not counted when assessing a person's income.

### The benefits of this are:

It will assist and support the most vulnerable and it will potentially increase the support to carers: and

The change is simple and administratively easy to incorporate within the scheme

### The drawbacks of doing this are:

There may be a slight increase in the overall cost of the scheme

### 26. Do you agree with this change to the scheme? \*

- Yes
- No
- Don't Know

### 27. If you disagree please explain why and what alternative would you propose?

**16. Part 12 – Continuing to protect War Pensioners by disregarding War Pensions or War Disablement pensions in full and by enabling up to 100% support to be granted in some cases**

The current scheme protects certain war pensioners by disregarding the war pension in full. The Council will also allow up to 100% support (depending on the circumstances of the applicant). It is proposed that this will continue into the new scheme.

**The benefits of this are:**

- It replicates the current provisions;
- It maintains the Council's commitment to the Armed Forces Covenant; and
- It is administratively easy to incorporate within the new scheme.

**The drawbacks of doing this are:**

There may be a slight increase in the overall cost of the scheme.

**28. Do you agree with this proposal? \***

- Yes
- No
- Don't know

**29. If you disagree please explain why and what alternative would you propose?**

# 17. Alternatives to changing the Council Tax Reduction Scheme

If the Council keeps the current scheme, it will be less supportive to low-income households and administratively more complex. The proposals set out in this consultation will deliver more targeted support and administration savings.

30. Please use this space to make any other comments on the proposed scheme.

31. Please use the space below if you would like the Council to consider any other options (please state).

32. If you have any further comments or questions to make regarding the Council Tax Reduction Scheme that you haven't had opportunity to raise elsewhere, please use the space below.

# 18. About You

We collect this information to help us understand the communities that we serve so that services and policies can be delivered to meet the needs of everybody. Please feel free to leave questions that you do not wish to answer. All of the information gathered in this questionnaire is confidential and anonymous.

Your personal information will not be passed on to anyone and your personal details will not be reported alongside your responses.

33. Are you completing this form on behalf of an organisation or group?

Yes

No

If yes, please tell us the name of the organisation/group and add any other comments you wish to make.

## 19. Questions for Individuals

Please answer the following questions.

**34. Do you live in Medway?**

Yes

No

**35. Are you currently receiving Council Tax Reduction?**

Yes

No

**36. Are you or your partner in work or self-employed?**

Yes

No

**37. Are you liable to pay Council Tax?**

Yes

No

**38. Do you have more than three pre-school or school age children in your household?**

Yes

No

**39. Are you currently serving in the Armed Forces?**

Yes

No

**40. What is your sex?**

Male

Female

Prefer not to say

**41. What is your age?**

18-24

25-34

35-44

45-54

55-64

65-74

75-84

85+

Prefer not to say

**42. Disability: Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?**

Yes

No

Don't know

Prefer not to say

**43. Ethnic Origin: What is your ethnic group?**

- Prefer not to say
- White British
- White Irish
- White Gypsy or Irish Traveller
- Any other White background
- Mixed/Multiple ethnic groups - White & Black African
- Mixed/Multiple ethnic groups - White & Black Caribbean
- Mixed/Multiple ethnic groups - White & Asian
- Any other multi mixed background
- Asian or Asian British Pakistani
- Asian or Asian British Indian
- Asian or Asian British Bangladeshi
- Asian or Asian British Chinese
- Any other Asian background
- Black African
- British Caribbean
- Black British
- Any other Black background

**44. Other ethnic group?**

## **20. Next steps....**

Thank you for completing the questionnaire.

You may submit further evidence, ideas, comments or questions (marked CTR consultation) byemail to [CTR2022@medway.gov.uk](mailto:CTR2022@medway.gov.uk)

The consultation closes at midnight Friday 24th December 2021.

We will listen carefully to what you tell us and take the responses into consideration when making a final decision on the 2022/23 scheme.

Following the decision, the full results from the consultation will be available on the Council's website.

The new scheme will start on 1 April 2022. The Council will consider the impact of the scheme annually and consult again if it thinks further changes need to be made.



## Council Tax Reduction Scheme

### 2022/23 Consultation Results

The consultation process began on 1 October 2021 and finished on 24 December 2021 (12 weeks). There were 819 respondents.

	Yes	No	Don't know
Q1. I have read the background information about the Council Tax Reduction Scheme: This question must be answered before you continue.	99.21%	0.79%	N/A
<b>Changing the Scheme</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
2. Should the Council keep the current Council Tax Reduction scheme? (Should it continue to administer the scheme as it does at the moment?)	38.33%	27.13%	34.54%
3. Please use the space below to make any comments you have on keeping the Council Tax Reduction Scheme in its current format.	167 comments		
<b>Options for Change</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
4. Increase the level of Council Tax to cover the rising administration costs?	12.25%	77.91%	9.84%
5. Find the additional administration costs by cutting other Council Services?	29.72%	55.42%	14.86%
<b>Part 1 – The introduction of an Income Grid scheme to replace the current scheme for all applicants of working age</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
6. Do you agree with introducing an income-based banded discount scheme?	67.06%	15.88%	17.06%
7. If you disagree, please explain why and what alternative would you propose?	59 comments		
<b>Part 2 - To limit the number of dependant children within the calculation for Council Tax Reduction to a maximum of two for all applicants</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
8. Do you agree with this change to the scheme	68.08%	12.97%	18.95%
9. If you disagree, please explain why and what alternative would you propose?	48 comments		
<b>Part 3 – To set 'flat rate' non-dependant deductions</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
10. Do you agree with this change to the scheme?	64.18%	12.63%	23.19%
11. If you disagree, please explain why and what alternative would you propose?	43 comments		
<b>Part 4 – Disregarding the housing element of Universal Credit</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
12. Do you agree with this change to the scheme?	66.41%	10.94%	22.65%
13. If you disagree, please explain why and what alternative would you propose?	40 comments		
<b>Part 5 – Removing the current earnings disregards and replacing them with a standard £25 per week disregard for all working applicants</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
14. Do you agree with this change to the scheme?	64.71%	12.30%	22.99%
15. If you disagree, please explain why and what alternative would you propose?	35 comments		

## APPENDIX 4

<b>Part 6 - To introduce a Minimum Income Floor for self-employed applicants</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
16. Do you agree with this change to the scheme?	55.53%	15.09%	29.38%
17. If you disagree, please explain why and what alternative would you propose?	44 comments		
<b>Part 7 – Removing the Extended Payment provision</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
18. Do you agree with this change to the scheme?	60.87%	17.66%	21.47%
19. If you disagree, please explain why and what alternative would you propose?	47 comments		
<b>Part 8 – Any new claim or change in circumstances which changes Council Tax Reduction entitlement will be made from the date on which the change occurs, (rather than on a weekly basis as at present)</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
20. Do you agree with this change to the scheme?	79.67%	5.77%	14.56%
21. If you disagree, please explain why and what alternative would you propose?	11 comments		
<b>Part 9 – Extending the backdating provisions within the scheme</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
22. Do you agree with this change to the scheme?	79.55%	6.91%	13.54%
23. If you disagree, please explain why and what alternative would you propose?	20 comments		
<b>Part 10 – Protecting disabled persons by disregarding Personal Independence Payments or Disability Living Allowance and providing a further disregard of £40 per week where the applicant, partner or dependant is in receipt of the disability benefit.</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
24. Do you agree with this change to the scheme?	81.16%	5.82%	13.02%
25. If you disagree, please explain why and what alternative would you propose?	26 comments		
<b>Part 11 – Disregarding Carer's Allowance and the Support Component of the Employment and Support Allowance</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
26. Do you agree with this change to the scheme?	76.26%	10.61%	13.13%
27. If you disagree, please explain why and what alternative would you propose?	25 comments		
<b>Part 12 – Continuing to protect War Pensioners by disregarding War Pensions or War Disablement pensions in full and by enabling up to 100% support to be granted in some cases</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
28. Do you agree with this proposal?	79.83%	7.28%	12.89%
29. If you disagree, please explain why and what alternative would you propose?	19 comments		
<b>Alternatives to changing the Council Tax Reduction Scheme</b>			
30. Please use this space to make any other comments on the proposed scheme	94 comments		
31. Please use the space below if you would like the Council to consider any other options (please state)	44 comments		

## APPENDIX 4

32. If you have any further comments or questions to make regarding the Council Tax Reduction Scheme that you haven't had opportunity to raise elsewhere, please use the space below.	44 comments		
<b>About You</b>	<b>Yes</b>	<b>No</b>	
33. Are you completing this form on behalf of an organisation or group?	2.58%	97.42%	
<b>Questions for Individuals</b>	<b>Yes</b>	<b>No</b>	
34. Do you live in Medway?	100.00%	0.00%	
35. Are you currently receiving Council Tax Reduction?	61.24%	38.76%	
36. Are you or your partner in work or self-employed?	32.74%	67.26%	
37. Are you liable to pay Council Tax?	94.07%	5.93%	
38. Do you have more than three pre-school or school age children in your household?	2.93%	97.07%	
39. Are you currently serving in the Armed Forces?	0.00%	100.00%	
	<b>Male</b>	<b>Female</b>	<b>Prefer not to say</b>
40. What is your sex?	46.61%	46.61%	6.78%
	<b>Age</b>	<b>%</b>	
41. What is your age?	18-24	0.29%	
	25-34	6.47%	
	35-44	10.88%	
	45-54	22.65%	
	55-64	28.82%	
	65-74	14.71%	
	75-84	9.41%	
	85+	1.76%	
	Prefer not to say	5.00%	
	<b>Response</b>	<b>%</b>	
42. Disability: Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?	Yes	39.58%	
	No	52.38%	
	Don't know	2.38%	
	Prefer not to say	5.65%	

## APPENDIX 4

	<b>Response</b>	<b>%</b>
43. Ethnic Origin: What is your ethnic group?	Prefer not to say	7.69%
	White British	80.18%
	White Irish	0.00%
	White Gypsy or Irish Traveller	0.00%
	Any other White background	4.14%
	Mixed/Multiple ethnic groups – White & Black African	0.00%
	Mixed/Multiple ethnic groups – White & Black Caribbean	0.89%
	Mixed/Multiple ethnic groups – White & Asian	0.30%
	Any other multi mixed background	0.59%
	Asian or Asian British - Pakistani	0.59%
	Asian or Asian British - Indian	2.07%
	Asian or Asian British - Bangladeshi	0.89%
	Asian or Asian British - Chinese	0.00%
	Any other Asian background	0.30%
	Black African	0.89%
	Black Caribbean	0.59%
	Black British	0.89%
	Any other Black background	0.30%

### **COMMENTS from respondents to Public Consultation**

**Question3. Please use the space below to make any comments you have on keeping the Council Tax Reduction Scheme in its current format. (167 comments)**

1 Because it helps with disabled very much

2 I think the council needs to make it a lot clearer on what help people can get. I am disabled and get pip but my husband works 4.5 nights a week and I still have to pay £114 a month council tax as I don't know what help is available to me

3 It is very confusing and impossible to work out whether it is correct.

4 It ignores single occupancy households. Even with the 25% discount, a personal living alone in a house still has to meet 75% of the bill on a single income whereas those in a multi occupancy, multi income household - for instance two working adults & two working offspring, lodgers etc - are effectively only charged 25%. This is a shocking inequality.

5 The current scheme means a large proportion of those who cannot work for whatever reason have hardly any money from their benefits

6 Will single households still be eligible for 25% discount

## APPENDIX 4

7 Disabled and Carers need protecting as should Single person claimants who live in a Social Housing property
8 I don't think it's broken, so why fix it?
9 I just think its a good idea.
10 I would like to answer this after reading the proposed changes.
11 no coment
12 The situation seems fluid
13 lam fine it hard to pay as it is anymore payments in the amount every month I will not be able to pay if any thing u could extend to 12 months a year and lower the cost of tax
14 you get a 25 percent if you are living on your own, it should be 75 percent, [fact] i can afford 5 pounds per month
15 But I feel the working class should get a Reduction Scheme as Most Council Tenants who are on dss or other benefits should have no problems paying Council Tax monthly even if they had a Council Tax Reduction.
16 There is no real understanding as to why the current system is broken, does not feel properly explained. Would be concerned about bringing new schemes in and the difficulties that come with that, it is never easy and although it aims to reduce admin could easily increase
17 Unless the changes to the way Council Tax reductions are made are simple to follow. please do not maove to something that is more incomprehensible.
18 I receive a discount as I am a lone parent and also as I am on Employment Support Allowance and it is a fair scheme.
19 Reduce council tax for elderly pensioners.
20 I am a carer for my husband who has Parkinsons Disease and we are claiming universal credit and struggle with paying our council tax even after the mjinor reductions you make.
21 It is a very useful reduction scheme
22 After reading the notes above, the current scheme spends much more in admin. charges.
23 Poor people can't afford it
24 Being on UC and paying 25% i don't think this should change, as it will benefit me to keep to keep it as it is.
25 It is a very complicated system at present. But the new system doesn't seem any less complicated..and how would it be more cost effective with new system
26 A few people like myself have health problems and due to the pandemic was unable to go back to work yet The council should look at the majority of people s income and how much they can afford to pay I have always tried to pay the council tax
27 On benefits so need help.
28 It's good as it is
29 Change in some cases are needed but surely there is a considerable amount of information and the schedule is in place so why change .Also the cost involved.
30 If the current reduction scheme can't continue without increased costs then alternatives have to be explored. I'm assuming that any ways of reducing costs to the current scheme have been explored, including best use of staff time, systems, council buildings and staff working from home.
31 More money needs to be used for elderly and social service
32 Make it easier to apply for disabled residents
33 I have read the above but don't understand enough to make a decent/fair judgement.
34 Not sure what means
35 Should does more reduction for families whom they are on low income or one of parent is not able for work due to health situation.
36 It used to be that if you were on benefits you paid a minimal amount of council tax. I am currently unemployed and have i pay£150 a month.
37 I always found it confusing not very clear how the reduction is applied but nonetheless it worked

## APPENDIX 4

38 If it's not broken don't fix it
39 As pensioners we have a fixed income
40 I don't think it's fair. A person when part of a couple who has worked and bought their own home and now at the age of 50+ finds themselves single in that nice home that they worked hard to pay for but cannot get any help with their council tax, apart from the 25% discount even though they earn a low wage because they own their own home. A person who rents the same home in the same area in the same circumstances would get a further reduction. This suggests that such a person is being penalised for working to be able to afford to live in a nice home or area with a higher band.
41 It does seem a fair way of working it out
42 Keep the scheme as it is as it works to help vulnerable residents
43 The key issue here is that CT is very poor value for money in Medway. These small changes will do nothing to change this fact and Medway council turn its attention to the real issue.
44 Please Keep it The Same Reduction Scheme!
45 council tax is a big burden on people who are unemployed , my daughter is on universal credit , she has a little cleaning job , which for each pound she earns they take away in benefit, she has just recently ended a relationship, now as a single person is hoping for a reduction in council tax, but seems not entitled to single person as she has a dyslectic son living at her home , he is an alcoholic ,solely dependant on his mother , but does have universal credit . what reduction should she receive, ??in council tax
46 It works well.
47 I am a single mum even though i get 25% reduction i still struggle to pay my council tax.
48 Why change unless the council just want to make more money out of residents
49 It would help people more if you added a paragraph to the annual Council tax bill indicating who might benefit from a Council Tax reduction and where to apply for that reduction. A lot of people probably don't realise that they are eligible. A short form online, or in writing if they don't have access to a computer, answering basic eligibility questions should be enough for you to decide if they are eligible and for how much.
50 At the moment people have a rough understanding or they can find out about it easy enough as I had to. Keep changing established policy only makes it harder for people to know if they are entitled to it or not and causes confusion.
51 The current scheme appears to be too costly in terms of administration, and doesn't fit with the Universal Credit system.
52 THE SYSTEM IS VASTLY OVER COMPLICATED.
53 Seems fair to me as I am happy with current reduction that I receive. That said I was penalised when I moved to area from Durham where I received 100% reduction.
54 As it has been working for the benefit of everyone and has worked
55 In line with government schemes this needs updating to match the government schemes and reduce administration from the council
56 No comment
57 I think if people are on very low income or benefits should not have to pay council tax or should only pay a small amount of council tax. If people cannot afford to pay it, as in my case, it leads to anxiety and depression and if people are on medication already for these problems it just escalates the situation.
58 It is all very well to say that changes must be made because we can move forward, but we have endured cuts to benefits for almost the last fifteen years. We as a council must also protect the poor who cannot protect themselves. Citizens that are to ill to work must be also taken care off, how are they supposed meet the increases in council tax payments when they are to ill to work to acquire the funds to pay the council.
59 The new scheme sounds better
60 The council should have the right to amend this scheme. However, I would stress the importance that any changes does not penalise existing claimants too much.

## APPENDIX 4

61 I think the current council tax reduction fees are fair and that as a society we should help those in worse circumstances than ourselves.
62 The application process is currently very daunting (as I recall the online application had around 40 pages to fill out) and with Universal Credit most applicants will only be applying for Council Tax Reduction, not housing benefit, so many of the questions are redundant. It needs to be drastically simplified.
63 Doesn't really matter as the Council are a law upon themselves and don't bother about people's hardships so long as they get their money from everyone.
64 As a retired person, a householder and a pensioner, who has paid council tax in full throughout my working life and am still paying in full, I had no idea and have never been informed as to whether I could be eligible for a Council Tax reduction. Maybe the annual tax demand should clearly indicate the possibility of a tax reduction in order to alert newly retired pensioners.
65 Reduction for those receiving Universal credit should be retained.
66 Unless you are going to reduce the payments of those with less money to waste, I fear this will ultimately end up costing those who can ill afford it
67 The scheme needs to be updated in the light of the introduction of Universal Credit
68 The current system works, but may not be the best use of funds and will always need review in light of new schemes and working practices.
69 It would make a whole lot difference if house rent payments made by universal Credit are removed from the calculation of income in regards to council tax
70 It is so hard to make schemes fair to all, there are so many reductions you have listed.
71 council tax reduction scheme should be kept on its format as its clearly described what we paying and deducting.
72 The current scheme appears to be fairly balanced as does the proposed new scheme. I benefit from the current reduction scheme as a single occupant. However, I am of pension age and would hope that any new scheme introduced would include single occupancy and pensioners.
73 There comes a time for changes, especially due to the predicament that we have all faced over the past two years and the wounds to heal for the next couple of years, obviously this is all unprecedented so therefore changes need to be introduced to offer the right aid to those in need through these times, then revised again in October 2023. With the position of technology of today that wasn't around two years ago let alone many years ago, needs to be utilised to reduce administration not increase it. We are all slowly becoming a paperless society with the exception of the generations before ourselves "the current 70+" which respectfully find technology a struggle and prefer paper method. We should be a society that works smarter than harder, making things easier, like electronic registration "made easy", those with an account can access information custom to them and their needs and requirements, to offer information like a dashboard, all of this can be centrally managed with low administration "a lot less than 2+-years ago". We all know that taking advantage of today's technology makes lighter workload and encourages the general public to be part of that
74 Unsure about it because I have been lucky enough never to have used it so don't feel that I know enough about the scheme, even after reading the documentation, to have an opinion
75 It needs a change.
76 I'm unsure of what immediate impact any change to the scheme may or may not have on someone like myself who currently receives the council tax reduction. It sounds beneficial if it means that any households' benefits are disregarded as they're not considered a proper income, and if this was the case then people wouldn't be able to cope with the amount of council tax they're expected to pay.
77 The current scheme is confusing to understand meaning you are never truly certain that you are: a) getting your full entitlement b) not being overpaid and potentially being accused of fraud The calculation sent in the post is over simplified so much so that even with an A level in maths I had to play about with my various benefit ins and outs to take a guess at the amounts listed. Anyone with poor school grades could easily be committing fraud and not even know it. Reading the intro I was unaware of just how much money from my benefits is treated as income and its really not.
78 none

## APPENDIX 4

79 Undecided at the moment as without any figures to see it's difficult to say, obviously if the new reduction scheme will be easier to understand and will help more people then that will be a positive.
80 Having read all of the .pdf appendices I do not understand the income grids shown for the 3 models - the reason being that various worked examples would clearly spell out the impacts of the 3 models compared to today's model - with this clear info I would be in a position to understand the impact on different categories of resident to make an informed decision.
81 The council tax reduction scheme Is the only way many households are still able to function. Many Low income/non working/pensionable age households simply wouldn't be able to afford any changes. It is unlikely that changes will mean further reductions, only increases. I cannot afford any additions.
82 After reviewing all the background information on the facts, I feel it makes no sense to continue with the current scheme which has proved incompatible with Universal Credit, is not cost effective nor fair or supportive to claimants. Added to that continuing with the old scheme would force customers into debt and have little or no chance to ever recover financially. It will have a knock-on effect.
83 Reducing costs wherever possible is very important
84 To be honest i have had no problems with the council.
85 Time for change - My wife is Disabled and I can only work part time as we have 3 disabled Children. Maybe we might actually qualify under the new reforms.
86 I have chronic ling disease which is very debilitating and prevents me from working, I currently have to live on universal credit which is a paltry amount. any increases will severely affect my life as every other aspect of the cost of living is also rising. PLEASE think of the very poor people in medway and DO NOT increase this.
87 Seems to work OK under the present regulations
88 Because I don't have job and I'm not capable to pay without reduction
89 We are pensinors and as such use a lot less of the facilities you provide and yet you want to reduce the council tax for working families who say they cannot afford to pay. Because I worked and put a little by for my retirement we can not get a reduction and have to pay the full rate .How is that fair .
90 No comment
91 Most people have worked with the current scheme for years and understand it.
92 It works at the moment, however if a new system makes things easier than that would be a bonus
93 I believe he council should administer the scheme as it is the people in their borough that it applies to.
94 The Council Tax Reduction Scheme works well for participating households.
95 The old saying if it isn't broken, but did it work in the first place i.e are the right people receiving this benefit.
96 It seems that keeping the current format is more costly to administer and generally confusing to residents; therefore upgrading and simplifying the scheme is a timely change.
97 takes too long to sort out is such a hassle and hard to understand
98 I think the council should make the proposed changes to the tax reduction scheme
99 I am scared that you will reduce the amount of my council tax refund. I prefer to not "rock the boat"
100 I don't know how the current scheme is figured out but as a single father with a child who has a disability who is home schooled so I have to work part time the current reduction scheme did not make that much of a difference to my council tax charge.
101 I feel those on benefits should not get such a generous discount as some of them have more cash to spend than those on lower incomes. There does not seem to be a fair playing field.
102 It should all be applied for at the same time as uc
103 Changes at the moment will be hard on low income and unemployed people with all the other bills rising as well.
104 As a single occupier my demand on council services is greatly reduced in comparison with a couple with or without children
105 It all seems very confusing
106 It works so why change it.



## APPENDIX 4

107 The current scheme is difficult for people to understand and the non-dependant deductions are complicated
108 you must be trying to change it because you consider it too generous
109 Not well at the moment - mental health problems ongoing. Not really well enough to answer the survey, unfortunately.
110 The outline is fairly complex, and I'm not sure much of it applies to me as I am not in receipt of benefits currently. However, I am receipt of a CT reduction as I live on my own - if this is not in question, and the new changes will be more cost effective, then I am in favour of the changes
111 The council should assist its customers who are in great need of help and who can not afford the council tax at the full rate which is ridiculous
112 When you change such a big and important scheme the admin cost would be huge and at a time when money is not available for some essential services paying much needed money to fix something that may be floored but not broken seems unnecessary
113 single person households and vulnerable groups should ct to get reductions
114 You have explained in the background information that keeping the scheme in its current form would mean increased admin costs (because of changes in Universal Credit), which would impact on other aspects of services you provide. So if that is the case, it can't be right to keep the scheme as it is, since council needs to make the best use of public money. However, before deciding whether I agree with this, I need to see how the changes you are proposing affect me and my two children, as I am a lone parent in full-time work.
115 I think that in the list a lot of people I know pay March through to April which is one in the new scheme you would not happen
116 Needs to be simplified
117 It would have been more sensible to describe the changes in an easier way for a layman to digest and understand. with what i have read and being a disabled person receiving PIP then having this payment discounted in any calculation for a council tax reduction, should i ever apply for one, can only be a good thing for me
118 im not reforming this scheme is such a good idea for single occupants with low incomes
119 Any proposed changes would no doubt be a decrease in any current reduction that Council Tax payers already receive.
120 The CTRS focuses on extracting money from the poorest. It is therefore unethical but also costs time to administer and to chase non-payment; this occurs in the form of third-party bailiffs which harm the PR of the council.
121 I am a single occupant and works full time so not sure whether any changes will affect the amount I pay.
122 the scheme as it is currently is costly and clunky to administer. It is confusing for the claimants
123 The scheme has worked very well in the past and I can see no reason to change now or in the future.
124 Just because I'm working age doesn't actually mean I can work! I am FULLY disabled, bed bound for the past 7 years but DO NOT qualify for ANY disability Reductions! How is that fair?? Also every year Medway Council increases and increases the council tax... and don't pat yourselves on the back for the COVID-19 "relief" as you just clawed it all back in this year's council tax! Also, stealing disabled peoples DLA/PIP payments to line your pockets and continue to provide substandard "Adult Social Services/Care" that even the RSPCA would have issues with is plain disgusting! It's hard enough to pay the ridiculous amount now to force people into paying more money for less Services is immoral!
125 There should be a trial period to see if it works or not.
126 The current system is complex and secret. The 65% is insufficient as the people are on very minimal incomes. You do not pay tax until you reach a threshold which is about £ 12500. This is a TAX.
127 Whilst I am not yet in receipt of an old age pension I was given early retirement in 2014 due to ill health. Any change or reduction to the current 25% single occupancy discount could potentially have a significant impact on my income from a private pension. I receive no benefits.
128 Not sufficient detailed information released at this time to make a qualified decision either way

## APPENDIX 4

129 I think the changes are unnecessary
130 The scheme appears to be fair and takes into consideration the needs of claimants.
131 I am not sure to be honest and I think I am not the right person to be asked this question. I have never claimed any sort of benefits to really know how really how this process would affect me, so an opinion should be sought from people have have gone through the process and have more experience
132 Their needs to be change
133 as a single person household with no dependants- im unsure how this will affect me as im not able to get any benefits to help my living costs. If this is adjusted, it doesn't state if I will end up paying more?
134 It should not remain the same if the costs can be reduced AND there is not a financial implication to the recipients whereby they will not receive the same discount. If there is a way to reduce the cost of administration and working age people will not be financially impacted in a negative way then I agree a change should be made.
135 It works and although difficult to understand claimants know what they are entitled to.
136 Insufficient understanding to comment
137 Iam currently a single working age occupant and only just earning over the minimum age well until April 2022 anyway so unsure at this point if you are going to make me worse off or not so have opted to keep existing scheme
138 It sounds good to reduce administration costs.
139 Already looking at the scheme Consultation page and I'm confused. Plus cannot return to last page keep reread as you have to start all over again!!
140 This is aiding people in the area and the scheme should be kept live but the amount/level of support could be reviewed. Vs Current cost of living increases this may need to increase
141 It appears. people are being asked for council tax at random.
142 Some Tenants are having a Reduction Scheme which helps with paying Council Tax to the Council and is a Reduced amount, Affordable and is helpful. If people have problems paying this they should have a re-housinh scheme which is affordable. As alot of Tenants and flat owners or shared flats cause their own.
143 I don't know, so this box is useless.
144 Appears to work fine
145 hard enough to pay the 25% and everything else
146 If it's working then why should you change it
147 It would be nice to be considered for council tax reduction scheme
148 The council tax reduction should be reduced down, I got a back disc problem meaning I can't work a lot making it hard to afford the tax.
149 I am not sure what the council tax reduction scheme means
150 I'm just not sure
151 Think there should be a reduction for young rental/buyers as the council tax is larger than most other bills!
152 CTR is an important safety net for working households which can be in receipt of much lower net income than many households receiving UC inc housing benefit, Ct etc.
153 Do not reduce the amount. There are also too much T&Cs for many people to read in this survey to fully understand what is required for them to complete the surevey.
154 Do not reduce the amount. There are also too much T&Cs for many people to read in this survey to fully understand what is required for them to complete the surevey.
155 If the current scheme is kept the administration needs to be simplified for the customer. At the moment the customer is receiving too much paperwork, most of which is wastage. There must be a simple way of explaining to the customer how the council has worked out your bill. It only confuses everyone when they receive 8-12 pages of 'working out', therefore it becomes unclear to the customer what they should be reading.
156 Because there is very vulnerable people who rely on council tax reduction, otherwise they would struggle more than they do now

## APPENDIX 4

157 Don't see a problem with it as it is.
158 It is difficult to answer this question without knowing how the scheme would be changed and how it would affect individuals
159 The scheme as it stands at the moment just doesn't work hard to understand and can be unfair
160 Any planned changes to the current scheme should not be to the detriment of existing claimants. This just looks like a cost-cutting exercise, at a time when the economy seems to be going pear shaped
161 There is no reason to keep the current scheme as the proposals appear to make things much easier for people needing help.
162 Don't see the point of change But I do understand we have to move forward
163 Whilst I am technically within the working age group I was given early retirement in 2014 due to ill health and receive a private pension. My income as a consequence is much less than when I was working and any change/reduction in the discount would potentially impact heavily on my finances.
164 think it should take into account those on disability and carer's allowance and other benefits.
165 I have no difficulty with it and it works well. As only 1 person I don't cost you a lot of extra money. I think it is unfair to discriminate between persons that work their butt off to earn their wage and pay their way, and persons that don't do anything and get extra benefits for this privilege.
166 paper form - answer illegible (something about austerity and something would be evil)
167 Yes want to help
<b>Question 7. Comments to Part 1 Introducing an income-based discount scheme (59 comments)</b>
1 I'm a single person who works but would lose out under this scheme.
2 only if i get 75 percent discount
3 But I do not agree with alot of people claiming disability allowance as to rent arrears or council Tax arrears and generally people on income support, of course people with a disability have a priority, but esa or income support also have key priorities, no one really should have problems paying a Council Tax each month, working class people have had problems keeping up.
4 Big brother wants more money from the middle to low earners. Who will decide what your income is? The better off will pay less as they have good accountants.
5 I think it will cause issues. Medway has many areas of deprivation and Lower Super Output areas and has some very distinct areas of affluence. I think it also gives the wrong impression about developing skills and aspiring for better jobs and higher pay, people should be on a pathway of progression not think if I do that it will affect my council tax. I work very hard to earn my money, why should there not be a reduction for people that earn over a certain amount then as well. Some people may choose to have a low income and some have no choice and don't think they should be rewarded for that. If that is the case I don't think it should be changed.
6 By the read of things i would see it as my council tax would rise which i am not able to afford.
7 Why should I as a two income family pay for some work shy low life crack head
8 We have to pay to cover the running cost not just in one area but across the whole .More money means a better organisation and better service all round. It's not possible to run the financial obligations like an elastic band cutting is stretching lets pay a little to save later.
9 That would be a fairer system
10 Not sure means
11 Even the reduction on council tax is still high for unemployed person and why is increasing every year . Should stay in one level for these families. There is plenty of other expenses to face this difficult life .
12 See previous point made. Bear in mind that Medway council is elected to govern, not to seek populist solutions to the problem or shed responsibility in this way.

## APPENDIX 4

<p>13 I believe A PERSON SHOULD BE ASSESSED on their needs , so if a single person has a dependant son over the age of 25 , this must be considered as would a child , without taking money for a room he occupies , people struggle more than ever now , council tax is well over priced , currently there is a strike where dustbin are not being emptied , not this gillingham area ,but causing a health hazard , so this should reflect in payments to council tax .to keep putting up council tax, where water rates once used to be included is dismal and disgusting .this planet is suffering with over population and migrants,</p>
<p>14 Why should the council have access to my financial position to pay for their short-comings in money management</p>
<p>15 It is always those that only just don't qualify that have to pay out and then struggle. Everyone accesses the same services, should all pay the same</p>
<p>16 It is the cost of the tax that is important. I receive a reduction because I am a single person household. Any change in that is unacceptable. My household makes less demands on council services, e.g rubbish collection than a multi-person household. Most multi-person house holds have greater income than mine and so should pay the whole cost. This would change would discriminate against single person households</p>
<p>17 However, I think the rate of discount should be less</p>
<p>18 No</p>
<p>19 The council doe not have to bring this scheme on line at all, why change the current way of working. As a council you are reducing your internal costs if that is the case cut the wages across the board from the highest paid to middle management and see where that brings us rather then bring the burden on the people least able to protect them selves.</p>
<p>20 There always changes but none to which really helps the person ..</p>
<p>21 The scheme based on income (per week) is o.k. If i was setting up this scheme, i would try to simplify the bands. Less options, less admin. Simpler to understand for claimants? Again, one single additional payment 'because you have children' . Payment is therefore, not dependent on the number of children.</p>
<p>22 People who have worked hard all their lives and beyond pension age will be targeted to pay more, while the people who claim benefits and have never worked get no reductions to their payments.</p>
<p>23 So at the moment I get a discount of 7 or 8 hundred, but now you wanna give me 239.99 discount, how the hell would I find Near w grand.</p>
<p>24 Anything income based administered by the government requires extra powers of investigation and enforcement. One only has to look at the insane powers and liberties taken by the HMRC to see how bad it can get. An income based scheme from the council would be supportable if the council got what it needed from the HMRC/DWP, with no additional powers for itself.</p>
<p>25 Should be simple flat rate per household otherwise needs need to be verified</p>
<p>26 People that have higher income than others should not be penalised for it, the level playing field should be the same and to be fair and not excluded. Exception to the rule where the property is larger than the other "band type", location etc....</p>
<p>27 Having read this page I still do not understand your proposal and the impact it will have on me or other types of resident.</p>
<p>28 I don't understand this, you have not made this easy to read, or understand - it would appear this survey has been created by someone who understands the systems. I'm 1 question away for closing this down and not bothering.....</p>
<p>29 I do think Child maintenance should be counted as an income. If the couple were living together with their children then their income would be counted. However some parents with custody of the children can receive quite a substantial amount. I appreciate some payments are periodic. But that can be said for work. When I was a single parent I received no child maintenance (ex husband was not working or the maintenance service we're unable to get hold of an employer), but I was working full time. A friend of mine was working 2 days a week and got over £700 per month child maintenance. On paper she had more income then me and got every benefit she was entitled to. However I was entitled to none. How is this fair?</p>
<p>30 They should pay the full rate like we have to. We have to cut down on things some months to pay our full rate.</p>

## APPENDIX 4

31 So confusing !!! meant to be simplifying things but this complicates things even more !!!!!
32 No, because peoples situations change and those like myself who work with agencies etc have varying wage structures and cannot say 100% we are or will be earning X amount over the course of the tax year.
33 because it should matter how many children u have it should all be the same
34 As always, those with income support, child support etc get even more benefits and those of us working and unable to claim benefits and have no children because we cant afford it get financially penalised again to prop up all those who cant keep their legs closed
35 Only disregarding carers of you are on ESA is unfair and the earnings disregard of £25 is ludicrous. Lets limit councillors expences to £25PW INSTEAD
36 Unfortunately not well at the moment - mental health condition ongoing. Not well enough to do this survey at the moment.
37 I'm sure any scheme can improved? But my personal opinion is until as a council you have the money to implement the new scheme and the means to rectify any problems. I think the next 2or even 3 years are going to be dealing with the fallout from Covid. Which I think is far from over.
38 single person households use less council services like waste/water etc but asking them to pay more than a 10 person household just because they are on a higher income feels like its crime to study hard, work hard and earn more. Not a good example for future generations
39 I don't agree with the income grid you propose above because you have put couples and lone parents into the same columns. I don't think that is fair - in my case, one person's wage pays for two children, not two people's wages. The effect of what you propose above is that I would no longer receive a 25% reduction, if I've understood correctly, I would get no help, at a time when outgoings for my children are increasing because they are getting older and want to go to university. So the impact of what you propose for us, would be less available income to spend on my children and opportunities for them, and paying more in council tax. I'm a teacher so I also currently have my pay frozen. I don't want my children to lose out because you are trying to cut admin costs by changing a scheme which currently benefits us. So I would also want the income band to alter for lone parents with two children. (And lone parents with one child). My outgoings are not reducing, they are going to increase, since my children are also talented at sports, but actually also what incentive then to progress through the teaching bands, more workload, less time with my own children and overall less available income to spend on them? Obviously I'm not going to agree with a scheme that disadvantages my family at a time when the cost of everything is increasing and my own pay is frozen anyway. My children are the future, I want the best for them. I'm on U1, which puts us out of any reduction in council tax with what you propose.
40 I don't know about an alternative, however it seems unfair for some households with a higher household income to lose out if people there are in employment than a household with a lower income to have a greater discount where adults are not working, if this is a possibility.
41 This is so confusing and should have been made easier for people to understand. At the end of the day any consultation ALWAYS achieves its aim
42 i feel the richer people should always pay more
43 Why should the burden always fall on those who already contribute the most income tax and national insurance to this wasteful government. The Barnett formula, which discriminates against English Councils, needs to be abolished and the savings redistributed fairly.
44 As usual those hard working families will lose out.
45 however I do not agree with the MIF for self-employed sub-contractors as they have no way of being able to manage their own work - I think it is a barbaric introduction with UC and creating an awful lot of poverty and homelessness will follow for men disproportionately who already have it difficult when trying to get housed. They are not being fairly treated by their 'employers' or the benefit system as it is. I also thing 35% of the council tax when on the lowest wages or off long term sick is a lot of money to find
46 I do not see inclusion in the proposed arrangements for those with a mental illness like dementia or Alzheimer's disease and in receipt of attendance allowance being disregarded for 25% of council tax - this arrangement is in place in other local authorities.

## APPENDIX 4

47 But the discount for “regular” pensioners should be higher! No matter how much you earn, I agree with the cap on dependant children... you should only have as many children that you can afford to support! This is why people pop out as many kids they can just to sit on benefits or expect the government or tax payers past and present to support their children! Also, tax the higher earners and civil servants, who get discounts and perks for everything, let them pay the “lion’s share” of the administration costs as I can guarantee that the people providing administration are amongst those whom get the lowest pay and so-called discounts in the first place!
48 This is a survey designed for people working in the benefits sector to use. This survey does not relate to ordinary citizens. Q5 asked where should the council get the money to cover the additional costs, the failed city of culture bid (£2 Million), the failed city status bid (£2 Million) and more of the same.
49 Income based will still penalise families with more than 2 children, those already on benefits, pensioners (single) who have a small private pension & state pension who are very slightly above the threshold for any benefits. I am not qualified to propose an alternative, without fully understanding all the facts that are not expressed in this survey, proposals are for the people/'companies' being paid to work in this consultation
50 I am the only person in the household- and as I don't have any children I get NO assistance or other benefits. Why should council tax reduction be income based? If I could afford to pay more, I wouldn't be living in a one bedroom flat.
51 Does the income based scheme include the income from benefits as there are a lot of people on benefits that get more income than me?
52 I don't disagree.
53 money grabbing it looks like, seasonal events should be ditched
54 I have a son who is single with no children and on a low income. He gets no benefits or help of any type from anybody except a reduction in his council tax. But now even that looks like it is going. His tax's pay for other peoples benefits and other peoples children. But as a single white man he gets nothing.
55 Only if the DLA and PIP are included as income as this is a substantial amount
56 because 1 person who doesn't cause trouble to the council and works very hard to pay their way therefore deserves a discount, so why should they be discriminated against 1 person that doesn't work very hard to pay their way and may not be interested to do so but therefore gets a discount?
57 As a disable person I don't think it is fair I pay 45% of my benefit out in council tax with ever increasing fuel bills to pay aswell
58 paper form - answer illegible (something about millionaires? and tax breaks)
59 I would like to tell you about the reduction of the garbage payment because od to múch
<b>Question 9. Comments to Part 2 To limit the number of dependant children within the calculation for Council Tax Reduction to a maximum of two for all applicants (48 comments)</b>
1 Those with more than 2 children are once again penalised
2 There is no point if you are still limiting it to 2 kids (what is the national average)
3 I have 4 children and 2 after this date would mean i end up paying more
4 Not sure
5 Would penalise families with more children
6 Child benefit is important and very costly to bring up a child ,to target people with children is despicable . THE LAW MIGHT CHANGE TO LIMIT FAMILIES TO TWO CHILDREN .
7 Discount based on income and number of children (without limit).
8 Single person discount Based on size of house. Bigger house, pay more No discounts for benefits, they still access same services. If you have a big house, you will pay more
9 Multiple child families should plan for their costs before multiplying, not expect everyone else to burden the costs
10 No

## APPENDIX 4

11 Why should we limit the amount of discount for children to two only, the council does not take Child Benefit into account at the moment. This is another way to bring further hardships to poor families with more then two children. They can apply for further help if need but why put them in this difficult position in the first place.
12 People don't choose to be needing help but can't take off a kids mouth ..
13 I don't have a problem with this in principle for new claimants. However, a better idea, for new claimant, is a household plan. This focuses on who lives at a house; the income/benefits at that house and the birthdates of the eligible child(ren).
14 An alternative to this would be a percentage reduction added per child this could easily be calculated by a simple spread sheet.
15 So my child benefit that doesn't go anywhere near to feeding and clothe my child will now be used to pay council tax, robbing ****,
16 It should be changed as people have a tendency to have children to get more income.
17 They would be in receipt of child benefit. This should be counted towards income.
18 I can see how it would be easier to bring it in line with the government only paying child benefit for two children, but I'm not sure how helpful or majorly necessary it is to charge families more council tax for a 3rd child or more. It seems as though it will be penalising people who fall pregnant with a 3rd child and will put more pressure on them, knowing that they won't receive any benefit to help, but that their council tax will increase.
19 I have always struggled with any generic 2 child maximums. The idea that only 3rd and up children born after the initial creation of this rule fine, should I have another child I am doing so in full knowledge they will not receive support. Everyone's circumstances are different but there is no serious provisions for extenuating circumstances besides get buried in debt nearly lose your house they pay lump sum to clear debt(court charges not included) long term it fixes nothing instead just repeating loop until something changes outside of the benefits system to break cycle This is my story and demonstrates work needs to go into the help for special cases your current additional support left me and my children at genuine risk of harm. All of mine were born before the idea was even being suggested in parliament I cannot shed 2 children due to a reduction in my finances yet before my sons diagnosis, the benefit cap figure applied to my family meant after paying the top rent amount (£110/week conveniently equal to 2 children's tax credit entitlement) I am still playing catch up on council tax bills that I couldn't afford then. 5 people cannot live on 3 peoples money I didn't intend to be a divorced single mum of 4 my husband turned violent after 12 years together. I looked for work companies lie when they say they want to emoy single mums, they want the time flexibility of 16-18 years with no commitments. The discretionary payment cleared my mounting rent debts £2000 caused by my then husband refusing to separate the benefit claims (primary claimant has to cancel joint claim for me to claim single) taking all money that wasn't labelled for kids and not paying the rent top up. Over a year later with threat of eviction this was remedied by a guy from MHS. After every section of council and government benefits agency I could find either refused to discuss or said nothing could be done. 5 years later my mum cleared the court cost amount (balance was still shown as rent arrears on my account, they won't amend tenancies in arrears) that had stopped me from removing a domestic abuser removed by the police from my tenancy making me unable to legally turn him away from the house. I needed the discretionary payment to cover full amount to be safe in my house no one considered that just the numbers!
20 The number of children should be taken into account and be factored into the calculations used to determine the level of support provided. This is because more children equals more day to day family expenses.
21 I don't like the idea of a tax on children.
22 Having children is a choice - If you have more children you are responsible for paying for them - I have 3 children!
23 They should have to pay the full rate like most of us have to
24 Pensioners must be considered ,for the reduction of their council tax, because the shops and other establishments do always consider discounts or reduction on their council tax.

## APPENDIX 4

25 I think if the money is there to fund an Exceptional Hardship Scheme then that money should be used to support those applicants with three or more children directly rather than having to make a claim under the scheme. The fact that this scheme exists shows that these people will invariably face exceptional hardship.
26 Yes because if you can't afford to have more children then don't have them and expect others to make allowances and support them for you. We should, however, with a genuine need but appreciate it is hard to define that
27 These people who choose to have ten kids say, know that they will only receive help with the first two, then that's down to them, and if you are pregnant and told your unborn child will have a long term illness and still go ahead then that cost should be meet by them.
28 if you have more than 2 kids you have to provide for them regardless of how much you get to give the same discount to people with 2 children as those with 4 makes no sense and will only mean low income families are struggling more i dont know what the answer is but its not that
29 I dont have children, so not in a position to give an opinion
30 There has to be changes but fair to those on benefits and the tax payer must be a balanced one
31 It should be based on where you live and the size of your house not your income. Incomes can fluctuate and cause more work in recalculation or fraudulent claims. People with lots of children tend to live in bigger homes yet get all the benefits and those in smaller, don't. For once, this should be about the size of property, location, whether owned or rented not I can afford to live in a bigger house in a better area because I am getting more benefits scenario. Council tax should be about property not income, that's what the benefit system is there for. If the council tax system has to prop up the benefit system then that is wrong.
32 I'm not wholly sure, but I would be very concerned about certain people's ability and means to access relevant hardship funds in a timely manner
33 I guess the coucil tax should be based on the usage of services and should be fair to all irrespective of earnings.Excluding the pensioners only.
34 It makes sense to align this with what is happening nationally, but households with more that two children have more outgoings, so it doesn't seem very fair, and potentially puts more children into poverty?
35 Yet again it is all about denying money the poorest most needy and vulnerable members of our society. Are you all happy with that?
36 child benefit is restricted to 2 children so should this
37 It should be in line with DWP... don't have more kids than you can afford to support, whether you're on benefits or not. Don't procreate if you can't afford it! Why should other have to pay to support your kids!
38 "If the applicants face exceptional hardship they may apply for additional support through the Council's Exceptional Hardship Scheme" only if they know how to access the scheme can do 100mtr hurdles in under 30 seconds and know ****.
39 Not relevant as I have no children.
40 Don't keep penalising the same group of people if they are already being penalised by central government (DWP) It all becomes double taxation which ever way it is viewed. I'm not qualified to offer a solution as should any professional advisors 'employed' by Medway Council are paid to do so in consideration to the council & residents
41 No dependants so doesn't seem fair to comment
42 This will create financial hardship which will directly effect children who are the most vulnerable within our community. I propose that arrangements under the current scheme, which takes into account all children within the household and award them adependant's addition within the calculation of their needs, should be maintained.
43 Penalises second families with more than 2 children - increase support for families with 3 or more children
44 Seems to be fair especially if other benefits mean counteract this
45 I don't disagree.



## APPENDIX 4

46 My Son is single with no Children and on a low income the only help he gets is a reduction in his council tax. Poor people or people with more children than they can support should get help from other means other benefits not council tax..
47 paper form - answer illegible (possibly "stealing from the poor is an outrage and it is not" ... illegible)
48 I would like to tell you about the reduction of the garbage payment because to much
<b>Question 11. Comments to Part 3 To set 'flat rate' non-dependant deductions (43 comments)</b>
1 Dependant people could slip though the dependency net with the amount of beaurocracy involved, there could perhaps be a face to face interview.
2 Why should a working dependant get more money where as a non dependant not working get Lees
3 what if they are disabled ? we pay enough council tax as it is give the chiefs a large pay cut
4 It put a huge strain on lower income families, for which even £5 is a large sum of money if you don't have it I turn causing more people to get into debt.
5 Should be increased if working for the first year as they would need help when they first start a job.
6 if a non dependant has no income how are they paying the flat rate of £5 per week .. perhaps the householders cannot afford to pay this extra flat rate of £5 per week as ultimately it will be their responsidility to cover this amount. some non dependants do not qualify for benefits due to their age or circumstances. if the householder is on benefits they already receive enough to cover basic living cost , which most of the time does not even cover gas electricity water bills per week , let alone extra charges for council tax that they already contriute towards and there is not much left each week without the fact that the cost of living is soaring daily food gas electric but benefits and wages are not increasing at the same rate... where will they find £20 from each month without getting into more debt?
7 I don't really understand. Why more if the non-dependant is working? This does not make any sense at all.
8 Not sure
9 Many single parent with sons and daughters who reach 18 years old do not collect rent or payment towards concil tax - because they are still in education or not in well paid job, also do not accept that they should pay as they are not the house owner and that in their eyes they are still only the son or daughter. For children of people on income support and the child goes onto income support this should be taken directly for the child and not the responsibility of the house owner. Most sons and daughters do not get work the day after their 18th birthday. They should not be included until the September after they have left full time education. I am now retired but have been through this with my son when he became 18 years of age and as he rightly said "The bill is not in my Name" after a very rough divorce he knew that I was not responsible for my ex husbands debits unless the bill was in my name. 18-21 years olds should be exempt or presented with a council tax bill in their own name. If they can claim Universal Credit at 18 then they should be able to claim Council Tax benefit at 18 regardless of where they live. A person is NOT Responsible for a bill that is not in there own name.
10 No discount for adults living with parents unless disabled or carers. If not working parent's decision to support. If working should pay their share of household expenses (and probably do in most cases).
11 We are currently in receipt of benefits as my husband had a major stroke in 2020 and has major brain damage. We have supported our son through his A Levels at this very stressful time for him and he did exceptionally well. However he chose to get full time employment instead of going to University so that he can be at home to help me with his Dad. He is on a low wage as he's only just started ,so certainly couldn't be expected to cover the £40 a month we will lose by him living here .I feel this is very unfair, Council Tax should based on the property value and owners situation , it isn't the poll tax so no one else in the property should be charged independently.
12 Non-dependents should not qualify for a discount
13 The more claimants = more admin. The only circumstance for the 'one household claim policy' is if there are more than one family living at an address.
14 I had to move out of mums for being punished to work having to pay all rent and c tax. So if 10 or 5 instead of being ripped off then yes, otherwise no.

## APPENDIX 4

15 Why would you offer a £10.00 reduction to a non-dependent who is working, over a £5.00 reduction to a non-dependent who is not working. The person or persons that are registered as responsible for the council tax regardless of how many non-dependents there are, should still be responsible for the tax to their residents and location The exception to the rule as I had mentioned from the start to have their own logon portal
16 I disagree with this because even people who are non dependent can still sometimes struggle with council costs, particularly around the holidays and for people who have children, and most importantly those who are receiving benefits. I would propose that a reduction of council costs should be available to everyone, particularly those who I mentioned above
17 I think so, another wordy question - So your reducing the reduction? in other words you will get less reduction.
18 I am unsure of this one as I do not claim DLA or PIP but I do claim it for my 5 year. My 19 yr old daughter who is classed as my non-dependant does claim PIP so I am not sure how this part of the new scheme would impact me.
19 To be fair, it should continue to be based on the circumstances of the non dependant
20 I live alone, so do not have an opinion
21 You could take an X amount from benefits for council tax prior to the claimant getting paid. If the claimant does X amount of work then their contribution should increase.
22 YOU NEED TO TAKE INTO ACCOUNT THE AGE OF THE NON DEP ALSO IF YOUR BENEFIT IS ONLY £50PW AND YOU DEDUCT £5 PW HOW IS THAT PERSON GOING TO FEED THEMSELVES, CONTRIBUTE TO BILLS AND JOB SEARCH
23 I do not agree that those in receipt of a relevant disability benefit should have a flat rate deduction. I feel these should continue as the current system, zero deduction if the applicant and/or partner is in receipt of a relevant disability benefit. Applying a flat rate deduction to those who are already vulnerable due to a health condition or disability would have an impact on their ability to manage as they do not currently have to pay these deductions.
24 I'm not sure, but those deductions do not sound particularly high, I worry some people may struggle
25 too many loopholes and encourage people provide false information
26 At the moment this doesn't apply to me, and also I found reading it rather confusing.
27 Will this apply to disabled people not sure that should happen
28 all adults residing at a premises should pay their way
29 Again hard working people on low incomes penalised yet again.
30 I disagree if it's left to the applicant's to foot the bill. "In theory" Medway Council knows the names, addresses and National Insurance Numbers of the non dependents, go after them for your blood money! Also the discount should be the same rate for both working and non working dependants.
31 I agree that if the applicant has another a doula living with them then they should not receive the full discount benefit as the other adult should have their source of income and be able to give the application money towards the tax. However I don't agree that everyone should automatically receive the deduction with a non dependent as people's will play the system. I think the reduction should be discontinued where another no dependent is living in the house and the money saved should be used to keep everyone's rate low
32 What about services (military) families.
33 Proposed change would not appear to be relevant to my case as I live alone.
34 All non-dependant persons in one household should contribute to the expenses of that household whether they are in work or receiving benefit, if that is not forthcoming to the named Council Tax payer that becomes their responsibility of that household not the rest of the community, very much like their food/phone bills.
35 As with only 2 dependents being recognised regardless of how many children you may have, the same should apply to each household calculating a maximum of 2 adults.
36 I don't disagree.
37 Why should a non dependant be given a reduction if they are in work?

## APPENDIX 4

38 Find out what the non dependent is earning - many are living at home to save money for a deposit for buying a house so the taxpayer is finding this by subsidising the householder who is getting the ctr
39 Unanswered on paper form
40 we used to have a scheme years ago whereby every adult paid, would this work now? can't remember what it was called or under what government regime.
41 (paper form - question was left blank)
42 paper form - answer illegible
43 I would like to tell you about the reduction of the garbage payment because to much
<b>Question 13. Comments to Part 4 Disregarding the housing element of Universal Credit (40 comments)</b>
1 What have you done with all the money that you did use last year apart from the covid sites what are not need
2 As long as council Tenants are aware of these or the changes for them.
3 They needs to be more details than that given before I could agree ?
4 Are you just trying to save money; to pay for council errors?
5 I agree that it makes sense to fall in line with DWP but if it going to cost more for the scheme then no. Find another way to save money so the cost doesn't reduce. There is lots of people that have no choice but have housing benefit and I fully respect and understand but there is some many people in Medway that choose not to work and have housing benefit and make an active choice to live their lives like that, this seems like it is encouraging this and the scope of thinking around this has been narrow.
6 Council tax is a a massive price we pay/ workers pay, every year you increase, will get to a point people wont be able to afford food you keep increasing all these costs. Im a single mum on benefits and yes i pay small price now in comparision to others but i also have other bills that rise every year to pay.
7 I should not pay any more than anyone else just because I make an effort to provide for my family and not live off of benefits
8 The housing element does not cover ground rent and some charges I am personally liable to pay, whether working or not and then you have to wait nine months. I am therefore worse off already than somebody living with the parents for example, although by your reckoning they cannot help out parents apparently by your reckoning with council tax even if they are working. The way the Government treats owner occupiers claiming benefits is already appalling. Just don't change this as it is just not fair. If council tax is paid by renters directly to you allow the housing reduction but often it is paid through rent.
9 I would still view this as income as it is being used for housing, the same way I would use my own income. The money is still being received so why increase the cost of the scheme in order to ignore this fact.
10 Not sure
11 Everyone pays the same regardless of benefits
12 I really don't have a good understanding of benefit scheme. I just gratefully accept what I am awarded. This is only whilst I can afford to live a reasonably happy, albeit frugal life.
13 Provided those qualifying have been thoroughly assessed and there is a genuine reason for credit
14 While there is an increase in the cost of the scheme, who will the increase be passed on too.
15 Why we have to pay when it simply don't work for the people in need
16 Declare: I am an unpaid carer.
17 If their benefits bring their income up to the same level as those who do not warrant a reduction, then they should be treated on a 'level playing field'.
18 Keep it as it is
19 Again those who pay the most will still pay the most, but they might not have the big income to cover this
20 This is a personal matter to the individual and their circumstances. Maybe best to have a leverage level displayed to illustrate guideline and requirements to register themselves as such.
21 Will the increase in the overall cost of the scheme be past on to the less fortunate????

## APPENDIX 4

22 Universal credit should include an element to pay for council tax.
23 Understandably an increase may be necessary but only as long as the increase was fractional and not so great that customers were forced into further financial hardship.
24 Because some people don't use the housing element of their u.c for housing and just spend it. People on benefits need to live in the real world. They are receiving benefits and U are giving them a greater discount because of it. Where is the incentive to get these people back to work or upping their working hours if they are working. You do not give me a discount for my mortgage payments. So how is this fair? The social sector and private sector is totally out of sync. Sick to death of this entitled society.
25 NONE
26 Those who say they can not afford to pay the full rate .Most likely have the latest mobile phones lardge tvs sky etc .
27 The most vulnerable should be supported but using UC housing element as that marker may not be that accurate.
28 I do not claim universal credit, so do not have an opinion
29 The scheme is open to abuse and makes claimants even less likely to seek employment
30 If their benefit can be discounted can te same for my income be too
31 not happy
32 I agree you should disregard certain benefits. Either way your going force a "slight increase in the overall cost of the scheme"
33 I do think everyone should have to pay council tax. Why would you not? They are already benefiting in a scheme. I believe that it should be looked at very carefully and perhaps more housing credit given if it's a must to cover the cost of the police etc. I think this would make it clearer for everyone.
34 Difficult to answer without knowing what the proposed bands are and therefore the potential impact on my income.
35 Always owned my home so no experience
36 I agree with this scheme but some Tenants have debt problems paying Council Tax, and as I have had a Council Reduction I seen it help and easier to pay monthly. Their is no excuse for any Tenant not to be able to pay Council Tax even if they had a Reduction Scheme, generally even working class Tenants should have a Reduction.
37 I don't disagree
38 it should all be included as income, a person who works and has a mortgage would not get a disregard fir housing costs
39 stealing from the poor does not help alleviate poverty
40 I would like to tell you about the reduction of the garbage payment because to much
<b>Question 15. Comments to Part 5 Removing the current earnings disregards and replacing them with a standard £25 per week disregard for all working applicants (35 comments)</b>
1 Makes it harder for those working with more than 2 children
2 It will make others suffer! There should never be a reduction in any support
3 Not sure
4 Should be means tested regardless of circumstances. If other schemes in previous pages take account of children, OAPs, disability etc...
5 It will; discriminate against single personhouseholds
6 Charges are not fair.
7 I think that this would set a president for limiting child birthing rates in society removing a basic human right. The alternative would be to have again a simple grid deduction per child which is not difficult when using a simple spreadsheet.
8 People who intentionally only do 16 hrs should be included

## APPENDIX 4

9 it seems like this is applying the same disregard to single parents as to couples and that's not fair. They may be working too but they have to support all the family overheads from one salary rather than sharing with another. Also two adults are going to use more of what C Tax pays for than one.
10 Keep as it is
11 May seem fairer to some families. Does not affect me as do not have children. Unable to comment further.
12 As explained in my previous. This is a personal matter to the individual and their circumstances. Maybe best to have a leverage level displayed to illustrate guideline and requirements to register themselves as such.
13 It sounds as though more families will be left with no choice but to apply for the exceptional hardship fund which is both stressful and maybe then more work on the councils part.
14 I disagree with this as having a large family can be challenging so it's important that for those that struggle get as much support offered to them as possible. I would propose, particularly for newly large families, that they are offered support
15 Does this exemption apply to me, I'm a single person, working without any dependents?
16 I agree to this proposal as it seems to be the better of the choices, it concerns me that larger families may miss out on support. As long as the processing of the Hardship Scheme Assessment (if eligible), were speedy so families do not slip into further financial hardship.
17 We should support families already struggling with childcare costs
18 In this day and age If you can not afford to keep your child clothes and feed you why bring a child into this world. There is so much protection now to not have children.
19 Again those with three children or more will have to apply to the councils Exceptional Hardship Scheme whereas if the council assess that a family may be in exceptional financial hardship that could trigger an extra payment without the family having to make a separate application.
20 To be fair, it should be based on the circumstances of the individual in work
21 FAR TOO LOW A BLANKET DISREGARD not fair on lower earners
22 no
23 Although administratively simpler, it doesn't seem very fair to lump everyone together and apply the highest disregard (£25) amount you currently have.
24 I don't think it's fair to say that single people, couples, lone parents etc. should have the same disregard because their setup is different/costs are different.
25 Yet again the needs the vulnerable are ignored and they, not the council, will have to do with less
26 Looks again like hard working families will get less.
27 Don't have large families if you can't support them. Help out ALL pensioners and the Disabled instead!
28 As a non-working individual with a private pension this, again, is a proposal which would not seem applicable to my situation.
29 Seems to have worked up till now
30 I feel like there will be a lot extra cost to this and it will be on the cost of something else. I do not have alternative ideas sorry.
31 Once again people paying for extra childcare will probably be worse off
32 I don't disagree
33 It seems
34 paper form - answer illegible
35 I would like to tell you about the reduction of the garbage payment because to much
<b>Question 17. Comments to Part 6 To introduce a Minimum Income Floor for self-employed applicants (44 comments)</b>
1 I am sorry but anybody who is working should not be getting any any benefit why should there when I got done for my girlfriend working back ****

## APPENDIX 4

2 Self employed, depending on the job, are paid at different rates per hour/per day and, what happens if the minimum wage is scrapped.
3 Should keep a period for start-up for self-employed people. Just keep what there is at the moment. They get little enough support already.
4 Not sure
5 If they don't work 35 hours and they only work 5 how can they afford to pay extra if the income was not received Take note of all the hours worked not a standard figure
6 Why can't you just take into calculate the income based on the year before just like they do with normal tax every April.. If they can do it so can council tax
7 What you propose does not take into account that if you don't work - you don't earn. Hours may vary from week to week. Sole Traders like taxi drivers, driving instructors, beauty therapists, construction workers are self employed but do not necessarily work 35 hours 52 weeks of the year. Each person has ups and downs in flows of work, but on going expenses that do not change, like rent for chair, room, to taxi office etc, or franchise for use of car advertising etc or tools and short contracts 4-6 week one site then nothing for a month maybe then maybe next 6 mths work. The self employed do not get holiday pay, sick pay or national public holiday pay. There is no easy solution so therefore keep current system even though it does not necessarily work for all. All I know is that I spent time as a self employed person (call sole trader for tax purposes) and that one suit does not fit all persons. Very many years ago back in the 90's got into serious financial difficulties and the council man took a copy with my permission of the last 12 mths bank statement and came back with the reality that I was only earning £30 per week although my mortgage was being paid, was advised to get an accountant, which I could not afford. Received full council tax rebate and given necessary form for the up coming year. Best system over my working life was in the late 80s. Returned to work temp up London after have youngest child but because not permanent I was put as a casual signer at the unemployment exchange, found that although I work Mon-Fri I still had to sign for Saturday as I had not worked this helped with child care costs which government did not help with at the time. Sorry but child minders got greedy - the year it was introduced child care Doubled. That a debate I do not want to go down. Keep the current system - at least it helps
8 There should be no special discount/benefit for self employed. 1-it is their decision to change status- 2- there are already substantial tax benefit available by doing so- 3-it should not be a local authority consideration.
9 Irrespective of income, using the same services so all pay equally
10 Although my husband can no longer work ,he used to be a Taxi Driver and sometimes took very little money .He used to work 60 hours +, but very often his money would have fallen well below the national wage. To increase council tax in this circumstance on an assumption is dreadful and will put self employed people under even greater pressure. This should not be changed from the old system.
11 Self-employed benefit in other ways, eg paying themselves dividends rather than salary to avoid/reduce paying tax
12 In my experience it takes more than 1 year of self employment to be profitable. I would increase the period to 3 years.
13 If income is 'king' - you don't have to worry about hours worked.
14 An alternative would be to use predicted income for the following year as stated by self taxation paperwork. Use a simple formula, then deduct if applicable
15 Keep it as it is
16 This discriminates against the self employed and means that they will not get a fair reduction in Council Tax if their business income falls below the National Minimum Wage. They would need to provide accounts so that they can receive an appropriate Council Tax reduction.
17 Most business when started run in a deficit and the self employed person is likely to be earning less than the stated minimum, this will stifle small and independent upstart business preventing future growth for the local economy
18 Unable to comment as this does not affect me. However, any changes to the scheme may seem fairer.

## APPENDIX 4

19 As explained in my previous. This is a personal matter to the individual and their circumstances. Maybe best to have a leverage level displayed to illustrate guideline and requirements to register themselves as such to qualify the reduction.
20 This appears to disadvantage those people that work self-employed because their employer has pushed them into self-employed status, not cool
21 My late husband was self employed and his wages fluctuated greatly. This proposal would/could have left us severely out of pocket depending on his wages.
22 I think it should not be 'assumed' that all Self Employed people earn the minimum wage or above but instead- perhaps local authorities could work with these businesses to first take into account what their monthly earnings are 'before' they are billed. Not only for the first year but as a matter of practice so they are billed on individual ability to pay.
23 Don't impose a minimum level which would harm those on the lowest incomes
24 NONE
25 If you are reducing the council tax for some it should be for all.
26 Because I am self employed, and I might working more than 35 h week, but selling Vintage clothing isn't plain sailing I am certainly not earning 35h weekly wages, still have bills to pay, which just about managing with help of Universal credit, prices are going up, but minimum living allowance has already been reduced, by £86 per month. I am not entitled to warm home discount, winter is coming up energy will increase too. And I sure I am not only one in this situation where I could do with keeping as much council tax reduction as possible.
27 To call yourself self employed, there should be a max amount of hours, as cash in hand still go's on,
28 it should not be assumed it should go on fact as this will cause such hardship to many
29 Im not self employed so do not have an opinion
30 If you are just starting your self employment or in these covid times having to start over again it can take a while to get your self employment up and running. Also if like myself you have a child with a disability but still want to work but can only do specific hours because your child has to be with you and can not be left alone assuming the applicant will be hitting the minimum hours per week is not a level playing field for some people. There must be a way to assess peoples individual circumstances in this situation.
31 Self-employed should be registered companies so that their incomes and taxes are properly accounted for. Since the government has introduced schemes like IR35, it appears selfemployed people are still earning money that they are not declaring and able to claim benefits.
32 People go self emp for many reasons. It may be to fit in with child care by doing some cleaning during the day. not every one who is self employed can earn over £1200 pm. this is punishing people
33 same as before
34 It seems unfair to penalise the people earning less than NLW?
35 It can be quite difficult to run a business, so assuming self-employed people earn the minimum wage is not appropriate to assume. Is it not possible/appropriate to learn more about these individuals' income to help them better?

## APPENDIX 4

36 I do not agree with the MIF. The MIF is not realistic to what it is really like for self-employed people on low income. It does not take into account the true cost of being self-employed and does not allow the time that it takes to build a successful business. It is even worse for claimants that are sub-contractors where to all intent and purposes they are 'employed' so cannot go and find their own work but are at the beck and call of their contractor who can use them as and when they want with very little notice. If the claimant then says no they lose that work stream. It is company's using cheap labour and the workers have no security and very little income less than low paid PAYE workers. This means they have little financial resilience and on top of this get less help. It disproportionately affects men who tend to be in these kinds of jobs but now even women are working with companies such as Hermes as self-employed parcel deliverers getting about 59p a parcel. I think sub-contracted people should be treated the same as PAYE - using their invoice income and taking an amount off for NI and Tax each month or week - MIF is just an evil invention and in time many claimants will become homeless and destitute when all they are doing is trying to eek a living. Businesses that have a wage and dividends paid to them the information will be on the tax returns and is easily identified.

37 I agree with bringing this in line. Working more hours for less pay should not be penalised! Same way working less hours for more pay should not be rewarded!

38 People are being forced into self employment by the JCP and do not earn enough to meet the mythical national minimum wage, they would then be taxed as well!

39 Not applicable to me.

40 Self employed people vary rarely declare all they earn anyway

41 I don't disagree

42 The treatment of income for self-employed claimants for Council Tax Reduction will be brought broadly into line with those applicants who are self-employed and who are in receipt of Universal Credit. I don't understand why you are discriminating- just because one works flat out to earn ones living and pays ones taxes and the other claims self employment and UC and tax relief. no encouragement for people to work basically. For those in receipt of UC and self employed could you propose a scheme to help them get their earnings up and get off UC? grants etc?

43 paper form - answer illegible (something about tax breaks)

44 Because is to much payment garbag

### **Question 19. Comments to Part 7 Removing the Extended Payment provision (47 comments)**

1 If they have been out of work, for a period say 2 years, then any grace period of support will help them in the work place and, give them time to adjust to the financial loss....to work costs money.

2 if people are moving to work from benefits they are not likely to have savings that they can rely on before getting paid from their job which could be a month later ... this provision would help at the moment them to afford to travel to work , feed themselves and budget before getting paid, affording clothes or equipment needed to start the job.

3 Not sure

4 If the applicant doesn't have the income as yet they won't be able to afford the payments, but I believe only a calendar month is sufficient for transition

5 Keep the payment extended, give us chance to transfer into work and get used to the income before trying to screw us over, I personally am on income support I am looking at going back to work when my youngest turns 2 (his currently 6 months old) if I feel I would lose anything going to work why would I? Working people should get more benefits to encourage those who don't work to work, those with children under 2 should be entitled to normal benefits as they sit currently, after 2 benefits should drop unless you have genuine reason to not work ie disability. When you go to work childcare should be fully supplied and paid for to help support those working, transferring over to work should be completely supported leaving the claimant with normal council tax and rent reductions for at least a month, you normally work 2 weeks in advance when getting a new job, leaving people skint for the first month or 2. Take into consideration new job rules ect or else you'll have noone wanting to get a job due to the panic of not being able to feed their family or having the councils fake bailiffs bashing on the door to collect your money.



## APPENDIX 4

6 Look the system is broken long before it started. Lost job applied for income support which was not to start until my next pay date although I had to work a month before I was paid. For those going into Salary paid jobs (Monthly pay) - Child care paid upfront, travel costs to and from work paid, lunch costs need to be paid all before you have been paid. I was told my benefit would stop from the day I sign off and family income supplement would take upto 5 weeks after receipt of first pay cheque. Those on monthly paid loose both ends of unemployment period - 1st claim cannot be paid until after the date of last pay cheque and stops on the day you start work. Proposal keep the first 4 weeks extension.
7 Why should anyone receive extra help when the are working?
8 The amount of time to transfer from one form of payment to another as we know never runs smoothly, so who will pay the bill for council tax again to penalise the poorest people.
9 it is unfair on those getting universal credit and they are generally the poorest, treat everyone the same
10 It does not help .
11 You assume too much. For example, the recent £20 - uplift in UC was not available to ESA or IC (Legacy) claimants. The proposed move from Legacy benefits to UC could still take years for all claimants to be moved. Therefore, there is still inequality in the system. I cannot support further inequality, especially as current recommendations are to wait to be changed. Besides, any claimant on legacy benefits who go to work and subsequently claim, will automatically go onto UC. Change only for new claimants!!!
12 This could leave the applicant in financial difficulties if they move from benefits to paid employment especially were the applicants has to work a month in advance, the extended payment provision could be reduced to four weeks.
13 People in this bracket need additional support and extending the discount to ensure they are robustly settled in a new situation seems more resilient. It would seem fairer to adjust UC to the CTR extension rather than remove it from the other benefits.
14 Keep as before
15 Keep as it is
16 Single people are already struggling to live now. They would be able to survive without food banks now.
17 There is a delay in receiving Universal Credit. It is not immediate. Putting the person in a position of financial loss.
18 The claim is this is to prevent discrimination against people on new benefits compared to old, this is clearly just a cost saving measure as the reverse could easily be done. You should be granting the same rights to people for fairness, not removing them from others
19 As explained in my previous. This is a personal matter to the individual and their circumstances. Maybe best to have a leverage level displayed to illustrate guideline and requirements to register themselves as such to qualify the reduction.
20 It will penalise those who have just moved into work and need to adjust to the changes.
21 I find it unfair and unwise for those in receipt of universal credit to not be considered for a reduction in council tax as some of these people may have financial struggles as well as mental health issues that could do without the stress and struggle of council tax fines. I propose that this is made easier for those I mentioned above to be considered for a reduction
22 I think people that are in universal credit but then start working should also have the 8 week reduction period
23 Applicants who are still in receipt of legacy benefits and who move into work before being transferred to Universal Credit should not lose any potential extended payment.
24 Even when employed, presumably people will be working for at least 4 weeks before being paid. Does this proposal take this into account?
25 I agree only if wages along with the Universal Credit rate is greater than that of the legacy benefit rates then I agree, as customers will stand a chance of managing to pay their way and not fall into further financial hardship. Otherwise, I disagree and propose higher wages.
26 NONE

## APPENDIX 4

27 Its not fair to reduce the tax for some and not others who have worked all their live and have to pay for others
28 Unemployed usually has same credit to pay, and same jobs You don't even get wages for atleast 4 weeks, there usually other expenses,when starting new job,travel cost,uniform etc. bills are coming, therefore council tax reduction is big help when transitioning from unemployment to starting a job.
29 When someone has been unemployed and then moves into work, they typically have to "prefinance" their first month's transport, parking etc, before they receive their paycheck/salary at the end of their first month working. With Universal Credit reductions happening once the "Change of Circumstances" is reported, an sudden increase in Council Tax due would be unwelcome and would put additional stress on vulnerable people. I agree that the current 8 weeks delay is too long; I suggest a 4 week delay.
30 its hard enough getting back into work people need help till they at least get their first pay
31 Im empolyed and have been since leaving school, so do not have an opinion
32 punishing people financially again removes incentives to get on own 2 feet
33 Again, it is worrying that certain people who are paid legacy benefits might miss out on extended payments when it is reasonable they are due these
34 this will encourage people to remain on benefits or go into UC
35 Yet again why are you hitting the poorest and most needy whilst being selective of the the benefit
36 There is a delay between acceptance onto Universal Credit and receipt. There is also a delay with appeals processes for individuals. Extended payment provision should remain.
37 When someone starts work and comes off benefits there should be a transition period of support. It is wrong to just take away support. My son had this experience and he had to borrow money from family to manage until he got his first wage. It can be frightening coming off benefits.
38 As i am still in receipt of 'legacy' benefits i would be worse off financially if this was 'approved'. Carry on as before in my opinion.
39 It should stay the same. There are no alternatives.
40 CTR should still run on for 8 weeks.
41 As I receive no benefits I can't address this point.
42 I feel those on Legacy benefits would be placed at a disadvantage, they cannot apply for an advance payment like Universal Credit recipients and will likely be placed in financial hardship due to working for several weeks before receiving payment from their employer. I propose this element should remain in place and would not be an administrative burden to do so.
43 Some Tenants have drug habits and spend all there savings payments on Drugs, they are also responsible for their bills no excuse if a debt occurs.
44 I don't disagree
45 paper form - answer illegible (something about tax for the poor and poverty)
46 I Don,t know
47 Paper form - this was left blank
<b>Question 21.Comments to Part 8 Any new claim or change in circumstances which changes Council Tax Reduction entitlement will be made from the date on which the change occurs, (rather than on a weekly basis as at present) (11 comments)</b>
1 I don't know as you say new changes may effect the plan. It must work these new changes as the safest options of the old style Reduction Scheme most Tenants paid and alot of the others are in debt some to their own, working class need some support to.
2 These people need time to adjust to any changes and a reduction plan should be arranged between all parties....not big brother putting his foot down
3 Not sure
4 The Russian say if something is not broken do not fix it so my thoughts are not to change the current scheme.
5 Seem reasonable

## APPENDIX 4

6 New claims maybe but to deny a person or household's change in circumstances is uncaring and cold, it should be on a case to case basis. If Medway Council decides to adopt this option and insists there are no drawbacks then there shouldn't be any need for any increases in "administration fee, should there!
7 Overdue.
8 Entitlements is the proper way,
9 I don't disagree
10 paper form - answer illegible
11 I don't know
<b>Question 23. Comments to Part 9 Extending the backdating provisions within the scheme (20 comments)</b>
1 Not sure
2 The backdating should not be more than a month. Where circumstances change to the extent that help is required with council tax, people should be (and probably are in most cases) aware of the options. Help and advice is freely available from various organisations. The only acceptable delay should be in processing the application.
3 Payment should only be from the time of the claim.
4 12 mo th
5 If people dont apply in time it is their own fault
6 I propose that six month back dating payment of discount would be sufficient. After good cause is found for discount.
7 Not all circumstances may be relevant keep it simple
8 you should know which benefits are available, so should not take 12 months to work out.
9 Greater flexibility is a good thing
10 Its not fair to reduce the tax for some and not others who have worked all their live and have to pay for others
11 This would only give the applicant a lump sum that they do not need to pay for something that they have already used.
12 i would still limit the time to a month
13 This would lead to a possible significant increase in debt for the party concerned who are likely to be in poverty.
14 I agree with this change and believe that in cases where it can be shown that it's Medway Council's at fault the period of backdating should go back as far as as the "administrative error dates, no mater the cost. Medway Council has no qualms in holding other's responsible for its own errors believing the person/household it's penalising is at fault for not spotting Medway Council's errors! No matter what decision the cost is going to come out of everyone else's pocket's not Medway Council's!
15 Overdue
16 Eligibility is of course a Tenants responsibility. Also making sure they pay and as it happens the Reduction Scheme has helped me to.
17 I don't disagree
18 (paper form - question left blank)
19 paper form - answer illegible (possibly " the less strain upon the" ... illegible ... "righteous tabloid reader bigots")
20 I don't know
<b>Question 25. Comments to Part 10 Protecting disabled persons by disregarding Personal Independence Payments or Disability Living Allowance and providing a further disregard of £40 per week where the applicant, partner or dependant is in receipt of the disability benefit. (26 comments)</b>
1 No change

## APPENDIX 4

2 Will it work,
3 I agree but i think there needs to be specification on what type of disabilities. I know people that are 'disabled' but not actually disabled in the slightest and live better lived than most of us , doesn't seem right that they get this disregard but for the genuinely disabled then most definitely.
4 Leave things along
5 The benefits replace wages or support when unable to work therefore people should still pay their way
6 Both DLA and PIP are non means tested benefits. They should never come into consideration for change, unless proposed by Westminster. The additional £40 disregard is welcomed.
7 Closer checks need to be made on people claiming PID or DLA as many people are able to work, drive a car and generally do most activities but still get PID and DLA. The people who cannot look after themselves are targeted to completed endless forms when its clear they are unable to work as their disability (mentally or physically is too severe). (Not including mental illness (caused by smoking drugs or other illegal substances) or claimed backaches that stop a person working for there entire adult life).
8 What happens when dwp unfairly takes pip or DLA away, suddenly get hounded by the council, hoping we go **** ourselves in the meantime because we can't afford it or can't stand what's happening, are you gonna provide extra support on helping get what we are entitled back and not just signpost
9 I am of the opinion that there should be deeper and more thorough checks on disability claims to weed out the fraudulent claims this could save a lot money to keep other services going
10 This seems fair to disabled citizens
11 this would benefit me greatly, remember er are real people not just statistics and numbers
12 If someone has a disability and their disability enables them to work then this should be reviewed. There are many jobs for people working from home now. Obviously people with disabilities and the range of their disabilities is vast and should not be treated as a blanket policy.
13 Its not fair to reduce the tax for some and not others who have worked all their lives and have to pay for others .its not the council who is paying for the reduced rate It the likes of me and thousands like me who have to pay the full rate.
14 Income is income whatever the source and people not entitled to any benefits are paying for the benefits
15 I do not moving to a income-based grid scheme, so cannot agree with the statement
16 At present the DLA and PIP are paying out more than ever. The definition of disability needs to be modified to not include people who can still function, but those who truly need the help of others to be able to function in their daily life. The councils and governments are paying out more and more in disability and people who could function normally appear to be entitled to that benefit. Mental health has increased due to Social Media platforms, so should we consider removing this from the benefits, or discounting them from this scheme. I believe that people with real disabilities should, but there are too many that can claim for disabilities that are not life threatening or debilitating.
17 Invariably people with disability need more room due to their disability so need to buy bigger properties. not all disabled people live in social housing or have disabled or unemployed spouses. This seems to me that those spouses who are paying their way & working will be penalised for living with someone with a disability
18 I agree with the PIP and DLA being disregarded however do not understand why a further £40 needs to be disregarded on top of this. I think £25 would be fair as this is the same as working people!
19 I agree with this completely, especially for those on the highest PIP/DLA payments and this should fully backdated to when the person started receiving the hugest rate(so. We, the disabled, get screwed over and pay out more and more each and every day/week/month/year due to substandard care and/or services provided by Medway Council.
20 PIP are awarded whether you get benefits or not and should be disregarded.
21 A person receiving Pip is currently earning and so is there partner why is this fair
22 As you have seen disabilities of certain Council Tenants as a fair few people have had their benefits changed to have a Reduction Scheme.
23 I don't disagree

## APPENDIX 4

24 These benefits are substantial and should be counted
25 paper form - answer illegible ("less strain on" ..illegible ... "the better, they not the" ... illegible)
26 I don't know how to sey
<b>Question 27. Comments to Part 11 Disregarding Carer's Allowance and the Support Component of the Employment and Support Allowance (25 comments)</b>
1 You have some carers who are on income support or sickness benefits being carers for other people not even trained.
2 Leave things along
3 There are already provisions in the previous pages to account for this.
4 ***** allowance is in place of a wage. Wage earners have to pay so should be equal
5 No increase is acceptable
6 It depends on how you term cater, some claim this when they actually are well off but because they are entitled to it
7 I dont think people that are carers or get support related ESA should be disregarded from the calculation of income, as they get a low income and so should pay a low council tax rate or no council tax at all. I have just moved from the Greenwich Borough and I am in receipt of ESA (support group) and I never had to pay any council tax to the Greenwich borough.
8 The key is what slight increase means in the over hall charge of the scheme.
9 Some carers are intentionally looking after more than one person and making a claim for each person they look after.
10 It is difficult to make an informed judgement wg
11 This seems fair
12 I would like to know if this includes Special Guardianship Allowances, kinship allowance, and other payments that are received from Social Services that are for the support for children that are previous LAC's or live with other family members.
13 As previously said. A lot of these benefits are given out willy nilly. With lots of council workers working from home the face to face checks are a thing of the past. Carers allowances again should be tested. These are open to abuse. If someone has had to give up work to care for a relative then "yes". But if said person has never worked and is now suddenly "a carer". It makes you wonder. If a retired couple suddenly start claiming for their husband/wife. How is this allowed? Or their son/daughter suddenly becomes carer even though the son/daughter has never worked. There is no incentive again for people to work if they can suddenly start doing mum/dads shopping and get paid for it. Talk about easy street. How you police this I don't know.
14 What you are saying all the hard working people that worked all their working life and put a bit by if they could for their retirement to fund the scheme. How is that a fair solution.
15 Income is income whatever the source and income tax payers are paying for all benefits
16 I do not agree with moving to a income-based grid scheme
17 As per the disability benefit this should only be applied if the care is for those unable to cope, e.g. would not be able to leave the house and perform tasks around the house without the extra help.
18 For exactly the same reason as last time not all carers are paid for the care they give & have to work too by doing this you penalise those that work.
19 Should disregard the carer component of UC too
20 it read that you only would dis carers of in receipt of ESA
21 I agree with this, in my particular case, you add my daughters meagre £63/week in our household income but despite this you refuse to grant us the correct Council Tax Reductions. I believe in cases such as this should be backdated as far as said household's have been receiving "Carers Allowance" no mater the cost. Medway Council already puts a huge burden financially/mentally and physically on these households. I'm sure Medway Council will find a way of clawing it back from the lowest earner's somehow.
22 You say there may be a slight increase in the cost of this scheme

## APPENDIX 4

23 I don't disagree
24 paper form - answer illegible (possibly stealing from the poor in a cunning way? ... illegible ... is sick and evil)
25 I don't know how to sey
<b>Question 29. Comments to Part 12 Continuing to protect War Pensioners by disregarding War Pensions or War Disablement pensions in full and by enabling up to 100% support to be granted in some cases (19 comments)</b>
1 Pensions can be added to which some people do and that's unfair to others
2 Not sure
3 I dont think war pensioners should pay council tax. They fought for our country.
4 Cost should not hit the people
5 I do agree with continuing this, but why should it incur extra cost when it is already in practice.
6 Why would you disregard the war pension. This is a personal matter to the individual and their circumstances. Maybe best to have a leverage level displayed to illustrate guideline and requirements to register themselves as such.
7 This seems fair
8 War Disablement pensions should be protected in full by enabling up to 100% support to be granted in some cases. There sh
9 Because these group of individuals put their lives in danger in other to serve and "protect king and country"
10 Income is income whatever the source
11 The armed forces is a choose you make, many people are injured in there line of work, but do not get the same treatment, is this because there is no glory just working for a living. so the disability side is ok but why another pension for doing a job of work?
12 I do not agree with changing the scheme, so i think we should keep it the same
13 not happy to pay more
14 War pensioner's fought for this damn country, they deserve all and any support from their Governments and Local Authorities. This should automatically be extended to ALL pensioners requiring additional financial support, as they paid into a tax and national insurance scheme all their working lives only to get screwed in the end.
15 I agree
16 Discounts should be given to war pensioners as a sign of respect
17 I don't disagree
18 paper form - possibly "any further strain for poor war-veterans is as wrong as" .. illegible
19 I don't know
<b>Question 30. Any other comments on the proposed scheme (94 comments)</b>
1 N/A
2 I feel that it is a sensible change to the CTR. I'm a disabled parent with a disabled child and currently I would have no idea if my reduction is correct!
3 The Council Tax should be affordable to all working and non working residents. Medway Council expect too much from the residents and don't give enough to warrant all the increases
4 Single people seems to h been forgotten in this new plan. I work and therefore under this new proposal I could end up paying all of my council tax. As a, single person I have no support but could end up paying the same as a couple.
5 Its a good idea
6 Seems a sensible option0
7 perhaps more in depth detail.

## APPENDIX 4

8 be more patient on people who are struggling with council tax don't just chuck it out to the bailiff we pay tax on absolutely everything if your looking to put costs up so is everyone else except employers so its not easy out there

9 It sounds like good responses to problems from people who did not pay Council Tax, but also has ideas of helping Council Or other Tenants in households, as generally I feel that alot of problems of some council Tenants even who had a Reduction Scheme should have no excuses for not paying their council Tax, working class pay their Rent and council Tax without help from The social security, but covid has put alot of people onto Universal credit which I feel have curbed rent arrears for myself.

10 Are low-income households low income because of choice or because of specific health/medical related issues or genuine issues. For those claiming JSA over the past 2 years and on and off for the last 10 years and is fully abled and could easily get a job but doesn't, do i think they should get lots of help...no if anything they should be charged more. It is encouraging negative behaviour for certain groups and more thinking needs to be done to under stand those that this new scheme could support in the low income area. When a mention of additional costs or savings is made, it is impossible to sit here and say whether I agree or not when I have no idea what these figures are. Anything that increases costs to the scheme should come from any savings made from the scheme, basically juggling the money around in a different so it is proportioned slightly differently. If you provide the figures and asked me new or old scheme I would be able to be very clear, this is a very hypothetical question. If it is going to cost £1 extra I don't mind, if anything over £5000 or over no i don't want it. I would also be interested to know how much the council benefits from this potential change or non change. I think you have to also take into consideration the external financial factors at play here, I am a full time employee and work hard for my money for me and my family. In the last few months we have seen an increase to National Insurance, Council Tax, Petrol, Gas, Electricity and that is just to name a few things, the cost of living is turning into a joke and the rate of inflation is exceeding earnings. The council doing something now that could potential cost the council more is not a good idea, if this scheme is to go forward an huge amount of more work will be needed to make it fair as the information provided here is wishy washy. I do fear it is only a matter of time till the people start to revolt, there is so much negativity about Medway Council as every other council faces but Medway does get it particularly bad and things like this could cause serious issues and there will be some questions. Why does this have to happen now? We are dealing with a pandemic that has been completely mishandled and the public are effectively paying for the mistakes being made by the people that lead us. If you are going to create something new, rip the old up completely and start with a new innovative fresh approached, that actually is realistic with the realities particularly of those low income earners. Do something that clearly helps people and get them onside rather than another change that will jsut take more more and cause more aggro, lessons need to be learnt.

11 More help for carers and their disabled partners who have very low income or are claiming universal credit is paramount to this scheme.

12 The scheme should be designed to ensure that people who are on a low income have the means to pay what is required without having to sacrifice essential items from their budget. Many working families have higher outgoings than the amount of income they have coming in because of high rental costs in accommodation and the various costs of living so the income brackets need to be clearer and calculated appropriately.

13 If the scheme is implemented as explained,I believe that there is a level of fairness to all those who would be affected.

14 None

15 It makes sense to rationalise the support available to reflect the Universal credit regulations re benefits.

16 I agree that those on benefits get help with council tax,which is fair.

17 All good

18 From what is set out here I believe the proposed changes provide for a more streamlined and fairer system.

19 It seems logical.

20 Not sure things changing all time

## APPENDIX 4

21 Should the administration savings not be used to benefit the vulnerable rather than increasing the council tax for others?
22 They should change the current scheme to support low - income households .
23 The scheme is in place to help those in need, some might need more support some will need less, I strongly believe it is a very individual situation and its about the best possible outcome for one particular household that could be so different from another household
24 I think that the amount of council tax that we pay at present is high enough. I cannot afford to pay any higher
25 As pensioner we are on a low income ,basic pension
26 As stated in previous comments, take into consideration those transferring over to work from being on benefits
27 In general I think this scheme is a good thing.
28 It appears to me that the theme of these changes are making the administration simpler but you will never please everyone
29 Support of disabled, medically ill and unemployed is of upmost importance. Any change that supports these things will be of benefit.
30 Overall it sounds more efficient and fairer to those most disadvantaged.
31 This exercise is not very effective. One cannot be sure how it will affect an individual. It is a paper exercise to fulfil your legal obligations
32 These changes should of been made earlier as the current scheme was way out of touch with current circumstances
33 I have failed to see how it affects me as I am a pensioner and have no other income sources. But I see how it could affect those on benefits.
34 On a limited income it can be hard to keep up with payments, especially living alone.
35 There seems to be a lot of changes to introduce in one go next April. The council might consider a phased introduction over a longer period - say 3 years - to minimise problems and hardship for those affected.
36 No comment
37 I think the more money someone earns then the more council tax they should pay. The people with the lowest income should pay the least council tax, or none at all.
38 Consider these changes to the present scheme make sense as they simplify the 'minefield' of the existing scheme and hopefully should make it easier for both claimants and employees to administer
39 The key words are targeted support and administration savings, we are not here to make your administration savings that is an internal council matter and not the concern of poor people, who need all the support one give us. I see no appreciable gain in the bring the scheme into fruition.
40 Some of the schemes yes but some big no. Too.
41 All very well including everyone in low income households, however there are many so called low income households where everyone smokes, drinks, drive excessively big cars and have a diet of takeaways. No prove is required to show where the payments are going to, however if you are a severe learning disabled person unable to walk, poor communication skills and needs care they have to provide receipts for every payment they make i.e. to day centre, outings to swimming pool, bowling etc. Most don't smoke or drink to excess and are unable to drive.
42 At the end of the day the Council does what it wants disregardles of what public opinions are and how the disabled and poorer public are really affected..
43 I agree with the scheme as long as it is going to save money and weed out all the false claimants. I also think families with more than 3 children should have there child allowance taken into account.
44 I'm dubious if this is solely to collect more cash of those that least afford it to maximise your coffers
45 n/a
46 Any move by the council to cut waste and use taxpayer money wisely is to be commended.
47 Changes are inevitable, provided no one is much worse off, the changes are appropriate.



## APPENDIX 4

48 Going by the many years I have been a house owner, paying my way through society and having gained a great deal of experience and knowledge, knowing the system is by no means perfect, thus having all walks of life and conditions, it is apparent that changes need to be modelled for the better and enhanced as time moves on. Considerations need to be made more personal than a number, hence the "portal system", where the administration can be controlled to a minimum with less to no paper with the exception to the older generation "70+". level up the playing field so no one feels excluded, however circumstances need to be met. The scheme needs to be fairer and balanced. Utilise and embrace today's and tomorrow's technology to move the administration to be smarter and not harder.
49 The current changes should not interfere with the level of works council is providing.
50 If it means more help for low income families, then any proposed changes seem like a good idea. With the recent withdrawal to universal credit and the minuscule increase in other benefits each year (compared to the cost of living always rising, and more so if you're disabled and not able to work at all), major changes to council tax that mean people are worse off would only come as a massive stress and panic to people. Any easier system and less complicated way of applying sounds like a positive.
51 If the new scheme were to be implemented i would like more checks on low income families, that they do not receive any undisclosed income so that genuine claimants are looked after, as some who claim hide a bigger income.
52 There should be a discount for working people on a low income who receive working tax credit
53 N/A
54 Any proposed changes to the current scheme will be welcomed if it genuinely helps those most in need.
55 Please see my first comment (question 3) I would have preferred worked examples for the three models for each of the group's to allow me to make a fully informed decision.
56 I feel very cynical regarding changes to existing policies. I don't feel this survey was necessarily easy to follow. I simply cannot afford any increase in council tax. My cynical brain tells me that changes rarely equate to savings for the general public.
57 please please consider people and their circumstances
58 How are the saving going to be spent?
59 The council should be supporting more old age pensioners than any body else They even now have to find extra money to pay their TV licence. more out of their saving.
60 comments: as funding could be reduced on non essentials without seriously having a negative effect on the overall spending.
61 If it helps people and makes the process easier then it sounds ok. As long as it protects the most vulnerable. That is important.
62 There needs to be a reduction in all benefits as the country has become benefit dependent generally
63 If it changes it will be exactly the same people who are on a lower income will still be in the same situation
64 Any new scheme will get up some ones nose.
65 Overall, the changes look good and the team is commended on all efforts thus far.
66 I firmly believe we should keep the current scheme and be smarter with how we run it.
67 It seems very complicated to me.
68 What about the other pensioners? There is no mention about them. Will they still be rolled into the same working payments, or will they be protected?
69 Band 6 is too low and the earnings threshold should be circa £315 for a single person in line with the minimum wage
70 COST CUTTING MONEY PINCHING PUNISHING THE POOR AND LOW PAID
71 The system needs to be faire the customers who are hard up and on certain benefits have not got a lot of spare money to pay council tax the system need to be more flexible
72 I'm in favour of streamlining any service and making it better. But at this time any changes can't be at the cost of higher outlays.The money spent on admin could be used elsewhere.
73 none

## APPENDIX 4

74 I don't agree overall with the income grid you are proposing to use as I don't think it is fair to categorise couples and lone parents together, and as I've explained, my own children will be worse off with what you propose.
75 Making processes more consistent with other aspects (e.g. benefits) will make it easier in terms of administrative tasks and customers' understanding. However, issues with the original things may continue going through and not actually being solved, so this should be beared in mind and steps taken to rectify these. People who are most likely to be affected negatively should be considered more than just low income households. There needs to be a wider approach in encouraging more people into work and being able to afford paying their council tax than relying on the Council Tax Reduction Scheme.
76 as long as it protects low earning incomes and the most vunerable it appears to address these issues
77 There are many aspects of these changes which are positive despite the overall ethics of targeting the poorest acknowledged above. The overall tax burden on people at present highest since 1950s
78 It seems to be a fair system being proposed and as long as it is easy to apply and easy to administer - with limited or no 'double' effort or keying in data that would be beneficial all round. Please do include those with mental illnesses like dementia and Alzheimer's disease who should be 'disregarded' as far as council tax is concerned and if living with their carer (wife or husband' the level of council tax paid would be as though the person was a single person.
79 No matter what scheme Medway Council put's or keeps in place will continue to be substandard and cost those in Ned of actual financial support worse off, whilst civil servants line their pockets!
80 "will deliver more targeted support and administration savings" translates as tax more save more cash for our brown envelopes.
81 I am not sure I fully understand why I was asked to consider completing the survey. Presumably, my age was a factor, but many of the points raised appear to relate to those receiving some form of benefits which is not applicable in my case.
82 If it's not broken leave it alone
83 The council needs to support low-income households and administration cost should be low to save finance. Simple Administration.
84 As a person who has very limited experience of benefits- this wasn't very well explained
85 n/a
86 I support the idea. No comments.
87 It seems you are only changing the council tax reduction scheme in order to accommodate for the changes in certain benefits so why change for everybody - not really sure what you mean by administration costs as we pay by direct debit so can't see any cost in that - nobody ever answers the phone in the council tax department so obviously no cost there for staff
88 I may have missed it but I assume some sort of increased payments will be made in line with the RPI or some similar index
89 It sounds like a good way forward.
90 I think people should be supported when their income is low.
91 This proposed scheme is so complicated as to be totally beyond the understanding of normal people.
92 Present scheme complex, change preferable N.B. customer completed paper form and made a umber of comments & annotations outside the main answers to the questions which could not be captured here
93 paper form probably "it is disgusting people pay more council tax less services so no austerity)
94 But a want to help for May payment garbage because is to much
<b>Question 31 . Please use the space below if you would like the Council to consider any other options (please state) (44 comments)</b>
1 N/A
2 Definitely the Single person allowance should be increased for people in Social Housing. You cannot reasonably feed/keep yourself warm, pay essential bills etc on the pittance given and pay Council tax
3 Make the reduction scheme easier for full time single parents to access and provide evidence instead of all of the unnecessary questions that you require.

## APPENDIX 4

4 No one should have excuses for not paying their council Tax with or without a Reduction Scheme. Although I have spoke with working class who need some help to.
5 The single persons occupancy discount should be a separate element/section when applying for a discount because that shouldn't be classed as a benefit application (as it is now). The applicant should only need to prove that they are only occupant over 18 years of age residing at the residence regardless of whether they are working or not. If they are not working or on a lower income then they would be applying for council tax reduction in the form of a benefit which would then mean they need to share the details with you about their income, savings and outgoings. There is no need for all that information to be declared just because a person has declared they are living alone.
6 I think when i go back to work being single parent of 4 children under age of 11! I should have to only get 25% Off, i think council should help working single parents more with a bigger percentage of so they can afford to live , as currently not working i pay 39. A month but when i work 16 hours ill pay 130–140 odd yet my work wages will just replace what i get in benefit so why will i get effected massively by council tax that isnt far off the cost of a house with 2 working people? There is never help for single parents who work to provide alone. Only 25% off? But 25% more a house hold of 100 thousand a year can afford but my 7 thousand cant? Would be handy if the council Helped single parents in work with more than 25% off, no wonder people are poor
7 People that are working are paying enough in taxes and other contributions and should not be required to support others in Medway
8 Depending on other contributions made in this survey, I would think that Council should cosider other options after analysing them, after showing the pros and cons including positive benefits.
9 Lower tax amounts for poor people
10 As a pensioner, my Council Tax bill is always a worry. Any help we receive is welcome.
11 There was no benefit for residents supporting large households, including dependents and retired parents in need of extra domestic care.
12 Please make your letters easier to understand. I can never u derating them. Tell me how much I am going to receive and how much I have to pay. And stop punishing people for paying on a different date. You've taken me to court over lack of payment when I was paying it on the 16th and not the 21st. I have mental health problems and addiction and I pay it religiously when I get UC BUT its never good enough. If I'm paying it then please accept its being paid regardless of the actual date!
13 More support should be given to widowed parents, these households are turned upside down after the loss of a spouse, especially if that person was the main income provider It's a final situation with no choice where people are left with nothing after a loss but of course a different view when those left behind have savings over a certain amount
14 The present system should be continued
15 Yes i Would Like The Council To Consider Other Options!
16 Simplifying the calculations would help us understand more.
17 Look at all options
18 vet how much so called low incomes actually spend on leisure i.e. smoking, drinking, takeaways
19 What was the outlay of admin and costs when those on full benefits had 100% discount v's all the admin and costs chasing 35% off people that find it hard to pay, you end up taking some to court. If that 35% cost the admin etc what is the point, and reinstate 100%
20 n/a
21 If the council is finding it hard to fund all of it's commitments, perhaps it should look to it's events which are a non essential and being removing funding from those
22 Council should make every attempt to protect less abled and vulnerable peoples.
23 Please take a thorough look at your provision for special cases the way you have considered this proposal carefully and considered all options, this level of review needs applying to many of the financial services offered
24 N/A

## APPENDIX 4

25 I think that this new scheme needs to show that it can support the working families on low incomes while also showing support for people that are on benefits or unable to work or have children or non-dependants that are on DLA or PIP or receive payments from social services for things such as Special Guardianship allowances, kinship allowance and so on as these children need to be able to live in a home that is not likely to suffer financial hardship due to lack of income or having to pay a higher rate of tax. Also is there still to be a discount if there has been adaptations made on the home by the local authority for people that have disabilities but have not been awarded PIP?
26 Try harder to wipe out the fraudulent claims which are many and blatant
27 Sack most of the staff and get a large computer, as this will happen in the future any way.
28 I would suggest that successful applicants benefiting from Council Tax Reduction should also receive allied benefits, such as Warm Home Discounts, discounted water, electricity, internet etc. It may be worth the Council entering into agreements with providers to make this easier for its most vulnerable and needy residents.
29 I firmly believe we should keep the current scheme.
30 What about the other pensioners?
31 INCOME AND CIRCUMSTANCES BASED
32 The customer who were on benefits previously did not pay council tax at all this was fairer
33 I think the councils main objective must be just to keep all essential services running at this very difficult time. If there is great changes you risk the possibility of people slipping through the system? Which can cause untold misery and more time and money to sort out.
34 council should stop discriminating people according to how much they earn we 're sending everyone specially to the younger generation a very bad message so if you're on disability , benefits,UC you get off easy
35 I would like the income grid to change so my own children aren't disadvantaged. This is the problem with introducing blanket changes, rather than assessing families more individually. I don't want my own disposable income to reduce at a time when my pay is frozen and my children need more. I think it is short sighted as well because by going to university, my children will be in a better position to contribute to the economy in the future. As I indicated, the changes you're proposing are also causing me to reflect on my own work/life decisions.
36 Increase in direct grant by using xxxxxxxx to lobby for additional government finance. Current tax burden highest since 1950s; government should move monies from COVID suppliers (xxxxxxxxxxxxxx) to local government.
37 Why don't the civil servant's and elected Councillors take a pay cut to pay for their "proposed" changes and making those in need pay for it.
38 Using an income based reduction grid would be very unfair on people who live alone: work full time and do not draw benefits. Using income based, does not allow true reflection of living costs for that household (fuel to work, insurances, etc). People that live on their own cannot ask for a partner to help out with unexpected bills.
39 n/a
40 No other options.
41 No one on DWP should pay any contributions to council tax at all. Most on WDP Benefits cannot even to eat and heat properly, let alone pay Council Tax. Take many people on ESA, they may be of 'working age,' but will never be able to work through ill health. The 'Working age' badge is purely a misnomer with any government department.
42 Make the administration documentation simpler. At present it is totally incomprehensible. The amount of paper is at least one Amazon Tree. Nobody saves money by generating documentation.
43 paper form - answer illegible but along the lines of "reducing council tax for the poor, a policy of no austerity"
44 Yes but for May payment is too much for May self payment garbage

## APPENDIX 4

**Question 32 . If you have any further comments or questions to make regarding the Council Tax Reduction Scheme that you haven't had opportunity to raise elsewhere, please use the space below. (44 comments)**

1 N/A

2 There needs to be liaison with frontline Housing Officers so that they and their Estate Champions are aware of help available to keep the Social Housing Tenants aware

3 I think that that amount of earnings from savings is much too high. They were assessed at an unrealistic level before the pandemic but are even worse now.

4 Stop use use are money on the coivd sites as nobody use them anymore when u can get them from anywhere and the mps should be pay the sane not more and keep the same tax amount

5 I hope it works.

6 The current system is very intrusive and many questions that are asked are unnecessary which means many people do not actually apply for help when then need for fear of actually be worse off financially after they have declared everything that your current applications ask. I don't know how to make it simpler but possibly linking the DWP systems for benefit claiming applicants and better and easier communication between the departments would make it easier for applicants to know what they are eligible for and how they obtain it

7 Try to get work shy off of benefits and back to work

8 No

9 Update the website. It looks like it's from 1995, is confusing and difficult to use.

10 The wording is rather complicated and even difficult to understand for a resident working in a highly professional environment!

11 Self-employed person - There are a lot of industries which keep people self employed/franchaised person because it saves on pensions, taxes, sickness benefits, holiday pay etc. and because they are short term contracts or simply independent workers within a skilled industries, plumbers, electricians, driving jobs, home hair dressers etc. The old system that went along side Working Tax Credit/Housing/Council tax benefit was not great but helped. You cannot ass-u-me that if one is self employed they earn a living wage. More likely they rather do some work, keep self-respect and not be on dole

12 No.

13 I am in receipt of ESA (support group) and I cannot afford to pay the council tax. I suffer with a lot of illnesses including OCD, anxiety and depression, which I am taking medication for, but having to pay the rate of council tax for being on ESA has made my illness's worse than what they were.

14 consider some pensioners are receiving £140 week state pension, like others need support, far below the minimum wage

15 I'm not sure if I'm in the correct band, I an a registered person

XX

16 Yes. You should take the opportunity to link it to waste disposal and target households that contribute more weekly waste get an initial opportunity to adjust their behaviour (a mandatory course maybe - like having to take driving lesson refresher courses if you get caught speeding) and if they don't lessen their impact on the environment then their council tax bill goes up & their CTR reduction is therefore nullified. As a single parent household with 1 black bag and 2 recycling bags of waste per week - i find it shocking that there are two parent households regularly contributing 8 or 9 black bags of waste per week!!! and i have to both suffer the pollution consequences AND pay extra council tax so that you can clean their mess up. There is no more time to waste on this and you need to get heavy with people.

17 Gov, councils all spend spend spend to recover very little, cost at source, sometimes it's more cost effective going back to older systems

18 n/a

19 Happy for the change.

20 Just that ALL CLAIMANTS FOR ANY BENEFITS should be more thoroughly vetted because of illegal claims which costs us all more money.

## APPENDIX 4

21 NONE
22 It is important to keep as much council deduction to people as possible,perhaps to save for it,recycling and garden collections could reduced yo every fortnight. Also I have noticed a lot of lights and computers left on in the buildings,true the night,school holidays etc,if that's done in the building where council pays bills for,perhaps turning things off,and other energy and money saving methods could be implemented, also reducing a carbon footprint.Regards xxxxxxxx
23 Robot bin men?
24 I firmly believe we should keep the current scheme.
25 I would just like it to fair across the board and make it easier to apply for not every body has the internet but the council thinks they do , also some customers cant do the paperwork them selves make it easier for support workers to get the the hoops ! you email and get the sorry we have high volumes of emails response and often dont get a reponse at all very stressful when you could end up in jail for non payment. your tel 01634 333222 is simply terrible
26 Thank you for the chance to have my say . It is much appreciated and makes people feel inclusive.
27 no
28 I would like to know what other measures you're taking to reduce costs.
29 Provide details about the terms and conditions of the Council Tax Reduction Scheme online, in full, when the new one is finalised for transparency.
30 Do not use the most vulnerable and or poorest as cash cows to the council
31 as long as it doesnt affect me as a low wage earner
32 The needs to be more consideration given to single pensioners who do not qualify for any additional benefits in excess of their state pension.
33 Overall it is an ethical scheme. It should be scrapped at the earliest opportunity.
34 Does the new scheme permit the single person discount for paying council tax
35 Medway Council needs to stop threatening to make their substandard "service's" even worse if it's residents refuse to agree to their demands to claw money from those who really actually need it, not including those who pump out kids to get extra financial benefits and needs. Make the rich and the higher earners, pay more and civil servants and councillors should take a pay cut and give up their discount's and perks. By civil servants I mean those actually working for/in Local Authorities such as Medway Council!
36 I think the whole benefits system needs looking at further and although most of this change will be great I think more people with have a change to 'play the system' rather the being fair to all and those whole truly need help.
37 n/a
38 I have no further comments.
39 I would like to have seen the calculation of costs proving the new arrangements were broadly cost neutral
40 This form and it's contents are too complicated for normal people let alone with mental health issues.
41 whatever is done we need to get value for money,ie road cleanersneed to sweep roads so dirt doesnt get swept into drains causing blockages which cost yet more monet to fix
42 If you are disregarding my council tax allowances I would at least ask you to maintain my roads to a full standard and the overflowing road drains already reported in a planning consultation for Bakersfield I would expect you to clear in the first 3 months of the new year. xxxxxxxxxxxxxxxxxxxxxxxxxxxx please action Medway Council. please get back to me in confirmation. you need to deliver results especially if you are taking away privileges. also you need to refuse planning permission to further housing in the Lower Rainham Road area as it is overcrowding the roads and facilities such as doctors etc
43 paper form - possibly "taking and stealing from poor via council tax drives down living standards which is evil given millionaire scum get tax breaks"
44 Because there IS a lot of money I need you to reduce my garbage payment fess if possible



# BUS SERVICE IMPROVEMENT PLAN (BSIP) 2021-2026



Published October 2021

[www.medway.gov.uk/bsip](http://www.medway.gov.uk/bsip)



**Chalkwell**



## **MEDWAY BUS SERVICE IMPROVEMENT PLAN (BSIP)**

Index	2
Version Control	4
Foreword	5
Glossary	6
SECTION 1- OVERVIEW	7
SECTION 2- CURRENT BUS OFFER TO PASSENGERS	15
SECTION 3- HEADLINE TARGETS	34
SECTION 4- DELIVERY	37
SECTION 5- REPORTING	50
SECTION 6- BSIP OVERVIEW TABLE TEMPLATE	51
APPENDICES	
Appendix 1- Indices of Multiple Deprivation 2019	54
Appendix 2- List of bus routes serving Medway	55
Appendix 3- Typical Bus Fares and comparisons to rail	61
Appendix 4 - Car Park Locations	62
Appendix 5 - Draft BSIP consultation	63
Appendix 6- Operator Letters of Support	68





**VERSION CONTROL**

<b>Version no</b>	<b>Changes</b>	<b>By</b>	<b>Date</b>
Version 0.4	Original version	R Carmen/J Sutton	Oct 2021

## FOREWORD

Buses are an important part of the lifeblood of the Medway area, with more than 8 million people making journeys every year. They allow people to reach employment, education, retail and leisure facilities, and are particularly valuable to both young and elderly people, allowing them to travel independently.

I am pleased to present our Bus Service Improvement Plan, which if funded by government, will contribute to our aims for climate change and modal shift. The ambitious plan reflects the challenging circumstances of the Medway Council area, as new travel patterns emerge in the post-Covid era.

It builds on the council's past record of improving infrastructure including Chatham Waterfront Bus Station which is now at its tenth anniversary, subsidising socially necessary bus services, and reducing fares for school children.

New funds will allow us to continue to work hand in hand with all our local bus operators, to develop timetables that work for most people, and to bring a better standard of bus service for the residents of Medway.



Cllr Phillip Filmer

Portfolio Holder for Front Line Services  
Medway Council

October 2021

## Glossary

ABOD	Analyse Bus Open Data A government service that analyses bus service performance, using data from BODS (qv)
AQMA	Air Quality Management Area An area that requires action to improve the quality of the air.
BODS	Bus Open Data Service A statutory requirement on bus operators to provide timetable, live running and fares information in an electronic format.
BSIP	Bus Service Improvement Plan This document. A plan to show how bus services can be improved,
DfT	Department for Transport The government department setting the requirements and funding for Bus Service Improvement Plans.
DRT	Demand Responsive Transport A service that does not run to a timetable, but aims to meet requests for travel from individual people.
ENCTS	English National Concessionary Travel Scheme The statutory scheme that gives free bus travel, primarily to elderly and disabled people, at certain times of the day.
HIF	Housing Infrastructure Fund A government fund for infrastructure to support the provision of new housing.
LTP	Local Transport Plan A plan that sets out priorities for the transport system in the council area.
MaaS	Mobility as a Service A system, usually an app, that acts as a single account to buy bus and train tickets, pay for taxis and hire other modes of transport, such as e-scooters, bikes and cars.
ONS	Office for National Statistics A government body that compiles statistics.
PlusBus	A ticket sold only with a rail ticket for use on local buses
PSV	Public Service Vehicle The legal definition of a bus
Traveline	The organisation that collates and publishes timetable information, and runs a national enquiry service, accessible by telephone or internet.
ULEV	Ultra Low Emission Vehicle



## SECTION 1 – OVERVIEW

### 1.1 Context and BSIP extent

1.1.1 Medway Council is a unitary authority with a population of 279,142 (ONS mid year estimate for 2020). This Bus Service Improvement Plan covers the whole of the Council area, for which there will be a single Enhanced Partnership.

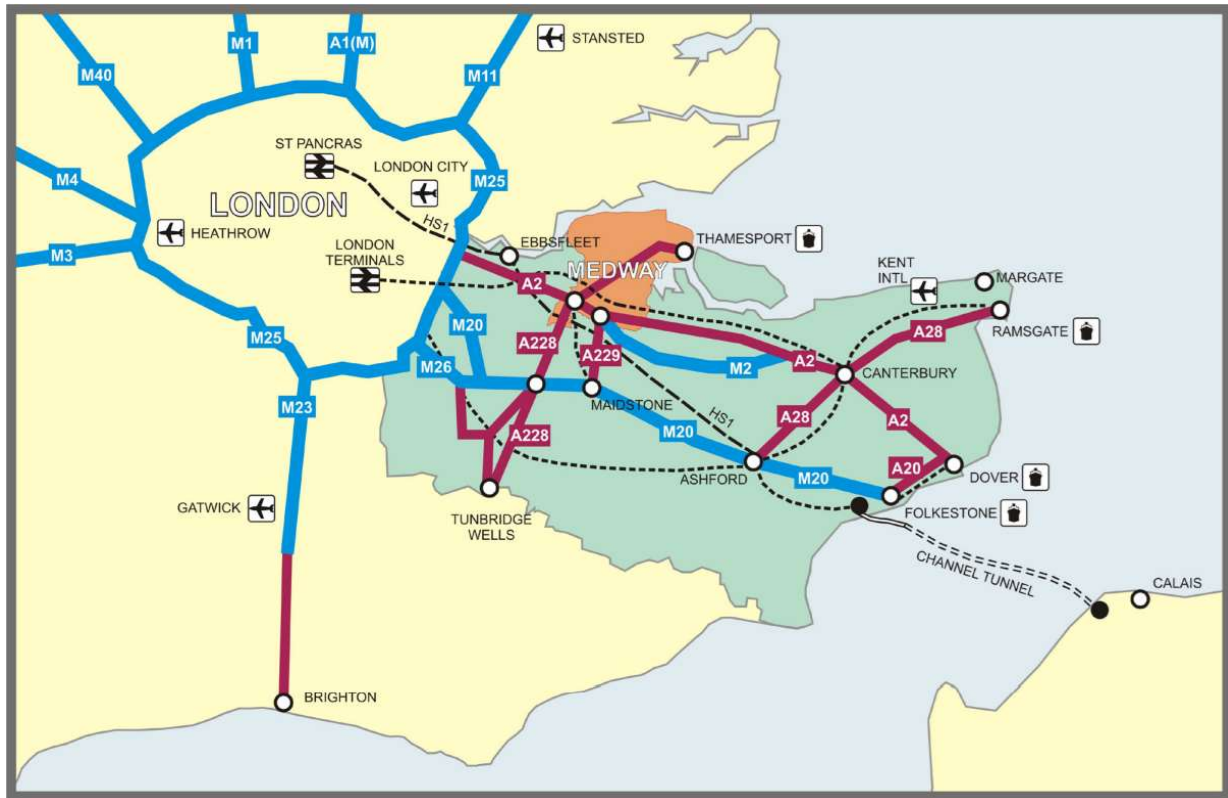


Fig 1- Location of Medway

- 1.1.2 It is not intended to cover services which are excluded from the English National Concessionary Travel Scheme, even where these may be registered as local bus services in the Medway area.
- 1.1.3 We are working collaboratively with our colleagues at Kent County Council, who are producing a BSIP for their own area. However, our plans remain separate for a number of reasons:
1. Only a handful of routes offer inter-urban cross-boundary travel.
  2. Although the Medway/Kent boundary cuts through the Lordswood and Walderslade areas, with one exception, services crossing this boundary in the contiguous urban area are effectively short extensions of Medway-focussed routes.
  3. Medway is primarily an urban area with a small rural hinterland; Kent is a large rural county with a plethora of widely dispersed urban settlements.
  4. Medway's socio-economic make up is considerably different to that of Kent as a whole. It is a lower wage economy, while more than 35% of jobs are in lower skilled categories, compared to under 30% in Kent, and even fewer in the wider South-East (*source: ONS annual population survey via nomisweb.co.uk*). Indices of Multiple Deprivation are much poorer in Medway than in Kent (see

Appendix 1).

5. As a unitary authority, Medway Council has certain powers that are not available to Kent County Council. These enable Medway's BSIP to include measures around bus shelters, off-street parking, street cleaning and planning policy, which are directly under this council's control. Kent also delegates some functions to districts, including parking enforcement, which in Medway is managed directly.
6. There are some widely differing policies, e.g. current youth fares (cheaper in Kent) real time information displays (largely abandoned in Kent) which would lack consistency within a unified BSIP.
7. If funding granted is less than that bid, there would need to be a complex political process to determine how the reduction is shared between the two authorities. This will slow the delivery phase for both authorities.

1.1.4 We remain committed to working closely with our colleagues at Kent, as we always do. For example, some cross-boundary contracted services are managed by Medway, and others by Kent, with each authority contributing funds proportionate to the service mileage in their area. We share a number of systems, e.g. the local Traveline team, the Kent & Medway Connected smartcard, however do not think that a single BSIP is appropriate in this instance.

1.1.5 We acknowledge that this places a small extra burden on operators in Medway who will have to participate in two separate BSIPs, but we strongly believe our approach is the right one, for both Kent and for Medway to tailor their plans to their particular circumstances.

## **1.2 Review procedure**

1.2.1 We anticipate that this first Bus Service Improvement Plan will be in operation until 2026 which will dovetail with the current third Local Transport Plan.

1.2.2 This Bus Service Improvement Plan will be reviewed every six months, and formal changes made annually, to feed into proposals contained within an Enhanced Partnership Plan.

1.2.3 We will use our existing quarterly Bus Operators Meetings (described in section 2), or arrange for additional meetings, to agree changes between the council and operators.

1.2.4 Full details of governance will be included within the Enhanced Partnership Plan, as required by legislation.

## **1.3 Alignment with wider Local Transport Plan**

1.3.1 The current Medway Local Transport Plan covers the period from 2011-2026. It has five overarching priorities which cover many of the aims of a Bus Service Improvement Plan.

- Supporting Medway's regeneration, economic competitiveness, and growth by securing a reliable and efficient local transport network
- Supporting a healthier natural environment by contributing to tackling climate

change and improving air quality

- Ensuring Medway has good quality transport connections to key markets and major conurbations in Kent and London
- Supporting equality of opportunity to employment, education, goods and services for all residents in Medway
- Supporting a safer, healthier and more secure community in Medway by promoting active lifestyles and by reducing the risk of death, injury or ill health or being the victim of crime

#### **1.4 Key congestion hotspots listed in the LTP**

1.4.1 Although it is 10 years old, the list of congestion hotspots contained within the LTP largely coincides with those that have been highlighted by local bus operators.

- A229 gyratory junction with former Mid Kent College, Horsted, Rochester
- A2 Corporation Street junctions with The Esplanade & Gas House Road, Rochester
- A2 junctions and link between Chatham Hill and Canterbury Street junctions, Gillingham
- A2 junction with Canal Road, Strood
- A289 link between Four Elm roundabout and Medway Tunnel including Sans Pareil and Anthony's Way roundabouts and exit from Medway City Estate, Strood
- A2/A228 Strood town centre
- A228 junction at Darnley Arch Bridge, Strood
- A2 Star Hill junction with A229 City Way roundabout, Rochester
- A231 Dock Road junction with Wood Street roundabout, Gillingham
- A278 junction with Sharsted Way/Wigmore Road, Wigmore
- A2 junction with Mierscourt Road, Rainham
- A2 junctions with A278 Hoath Way & A289 Ito Way, Gillingham
- B2004 link through Lower Rainham

1.4.2 All bar the first and last have been identified as impacting on bus services, with particular emphasis placed on Strood town centre and its approaches, and the A2 corridor between Rainham and Chatham. In addition, congestion issues within Medway Maritime Hospital spill out and affect a wider area.

1.4.3 The impact of congestion has a negative effect on bus operator costs, and reduces the attractiveness of bus travel. It not only slows down journeys, but leads to widened headways if an operator cannot add in additional peak resources. These extra costs on the business could have been reinvested in customers.

1.4.4 Conversely, a reduction in bus journey times through bus priorities can be re-invested in extra journeys. A saving of 2 minutes would enable the same number of buses that are needed to run every 12 minutes to run every 10 minutes - a 20% increase in service levels.



## 1.5 Public Consultation with LTP

### 1.5.1 Public concerns obtained from consultation within the LTP included:

- Efficient, reasonably priced, well-linked and timely public bus service from early morning to late evening
- Improvements in bus driver behaviour to passengers
- Ensuring that buses run on time
- No through service, it's a slow process having to change buses at Chatham
- Electronic bus display times should reflect the times of the buses arriving
- More buses at peak times
- The need for more park and ride locations
- Better access across the river

### 1.5.2 Bus operators contributed to the current Local Transport Plan, and even without an Enhanced Partnership, would have been expected to make input into its successor.

### 1.5.3 During the period covered by the LTP, we have delivered:

- A westbound bus lane and traffic signal priority on Corporation Street, Rochester.
- New bus stops have been established close to the relocated Rochester railway station, including pelican crossings to enable passengers to cross the road easily.
- Relocation of the principal eastbound bus stop in Strood town centre, now much closer to the retail core.
- Traffic restrictions on the approach to Chatham town centre, giving buses better access.
- Expanded bus shelter provision, with an upgraded design using solar power



Corporation Street Bus Lane and Bus Advance signals

## 1.6 Passenger numbers

1.6.1 Steady growth until 2011/12 has since reversed, although appears to be stabilising. Figures for 2019/20 were partly affected by the start of the Covid pandemic, without which the year may have recorded passenger growth compared to 2018/19.

Year	Total	Year on year change
2004/05	8,288,927	-
2005/06	8,541,020	3.04%
2006/07	8,992,911	5.29%
2007/08	9,179,856	2.08%
2008/09	9,261,812	0.89%
2009/10	9,299,383	0.41%
2010/11	8,573,927	-7.80%
2011/12	9,488,188	10.66%
2012/13	9,272,676	-2.27%
2013/14	9,032,102	-2.59%
2014/15	8,676,271	-3.94%
2015/16	8,709,267	0.38%
2016/17	8,902,079	2.21%
2017/18	8,383,939	-5.82%
2018/19	8,060,018	-3.86%
2019/20	8,022,306	-0.47%

**Medway Bus Patronage** (Source: operator submissions to Medway Council)

1.6.2 Similar Department for Transport figures (Table Bus 0109a) show that although Medway has lost bus patronage over the period 2009/10 to 2019/20, the decline has not been as steep as the global figure for England (excluding London). Medway lost only 14.19% of passengers, compared to 16.68% nationally in England.

1.6.3 The reasons for patronage loss are not unique to Medway, and include:

- Reduction in the frequency of commercial services.
- Increasing journey times because of congestion.
- Parking charges and initiatives that encourage car use.
- Changes in shopping habits, particularly the growth in on-line shopping, and loss of major department stores in Chatham and Gillingham.
- Changes to ENCTS eligibility.
- Changes in working patterns, for example working from home, even more so during Covid-19.
- Complicated fares and perceived poor value for money.

1.6.4 Similar patterns of decline can be seen in London and Kent, especially when measured in the number of journeys per head.

Year	England	London	South-East	Medway	Kent
2009/10	88.4	281.8	39.1	35.6	40.2
2010/11	87.7	281.5	39.4	34.3	40.2
2011/12	87.4	283.2	39.8	35.2	40.1
2012/13	85.4	278.6	39.6	33.6	40.7
2013/14	86.7	283.3	40.4	32.9	41.7
2014/15	85.2	276.8	40.0	32.5	38.3
2015/16	82.3	264.3	39.5	31.8	36.8
2016/17	80.3	254.9	39.3	31.2	36.8
2017/18	78.2	252.2	38.4	29.4	35.4
2018/19	76.9	246.7	38.0	29.7	34.0
2019/20	72.3	233.3	36.2	28.5	32.5
<b>10-year change</b>	81.80%	82.78%	92.69%	80.16%	80.73%

Passenger journeys per head of population (Source: DfT Public Service Vehicle Survey Table 0110)

1.6.5 ONS statistics from the 2011 census show that Medway has lower car ownership than in Kent or the wider South East region.

Area	Total no. of households	No cars or vans in household	1 car or van in household	2 cars or vans in household	3 cars or vans in household	4 or more cars or vans in household	All cars or vans in the area
		%age	%age	%age	%age	%age	%age
Medway	106,209	21.9	42.5	27.1	6.2	2.3	133,257
Kent	605,638	20.0	42.7	28.0	6.7	2.6	790,956
South East	3,555,463	18.6	41.7	29.8	7.1	2.8	4,803,729

1.6.6 Possibly as a result of lower car ownership, Medway has a higher-than-average share of people commuting by public transport for urban South-East England, as recorded through the 2011 census. A sizeable part of this can be attributed to London-bound commuters, using both rail and coach.

The figures for bus are slightly lower in the urban area, but as the census only records main method of travel, those commuters who use a bus to reach a railway station are not recorded. We therefore believe that the bus mode share is higher than shown.

Mode share for bus in Medway's rural area is higher than the average for rural South-East England.

	Medway urban city and town	SE England urban city and town	Medway rural	SE England rural
Work mainly at or from home	3.53%	5.54%	4.57%	10.44%
Underground, metro, light rail, tram	0.23%	0.31%	0.17%	0.33%
Train	9.28%	6.51%	5.73%	6.79%
Bus, minibus or coach	4.86%	5.26%	3.09%	1.92%
Taxi	0.35%	0.45%	0.33%	0.18%
Motorcycle, scooter or moped	1.09%	0.84%	1.36%	0.77%
Driving a car or van	62.21%	59.66%	73.44%	65.94%
Passenger in a car or van	6.28%	5.05%	5.02%	3.87%
Bicycle	1.18%	3.48%	0.87%	1.61%
On foot	10.46%	12.24%	4.91%	7.40%
Other method of travel to work	0.54%	0.65%	0.51%	0.75%

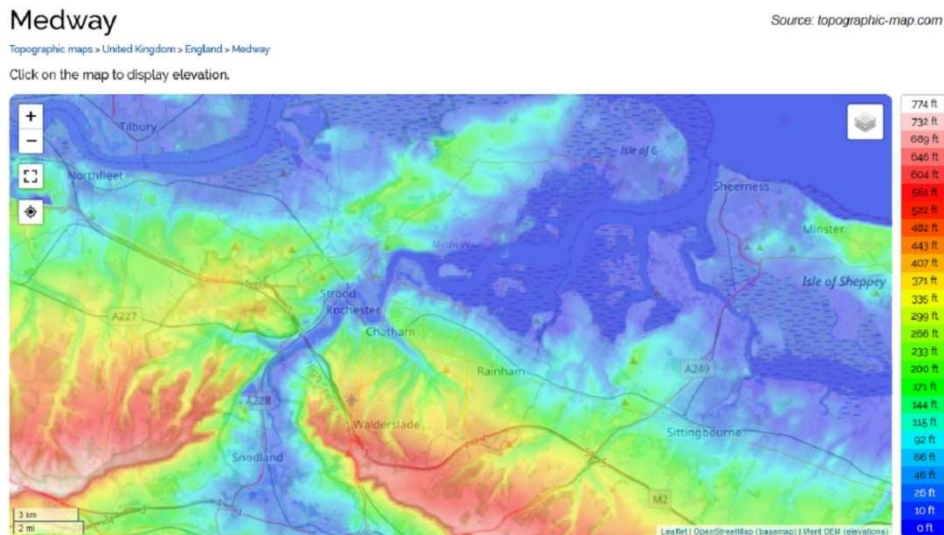
Mode share for travel to work, 2011 (Source: Nomis <https://www.nomisweb.co.uk/>)

*NOTE: These figures are for people in employment only.*

## SECTION 2 - CURRENT BUS OFFER TO PASSENGERS

### 2.1 Medway – the area

- 2.1.1 The Medway Towns are a polycentric conglomeration of five towns, Strood, Rochester, Gillingham and Rainham, with Chatham at the centre.
- 2.1.2 The topography of the area presents challenges to the transport network, including the barrier of the River Medway (just two crossing points for local users) and a hilly hinterland to the south, rising up to over 175m (500ft) and more reminiscent of the valleys of South Wales or towns either side of the Pennines. To the north is the Hoo Peninsula primarily composing of smallish villages, and industrial areas amongst areas of significant wildlife importance. To the south are the Medway Valley villages of Cuxton and Halling
- 2.1.3 As of 2020 the Medway’s population stood at 279,000, which makes the population of Medway larger than places such as Brighton & Hove, Hull, Southampton, and Norwich for example, but without the same retail punch.



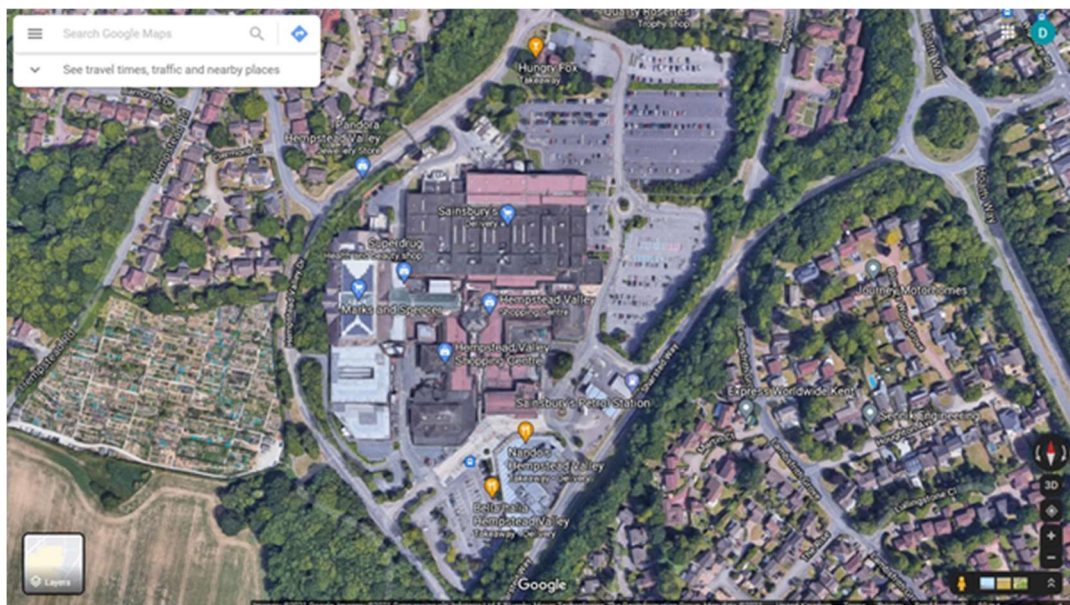
Topographic map of the Medway area



Steep gradients in Chatham



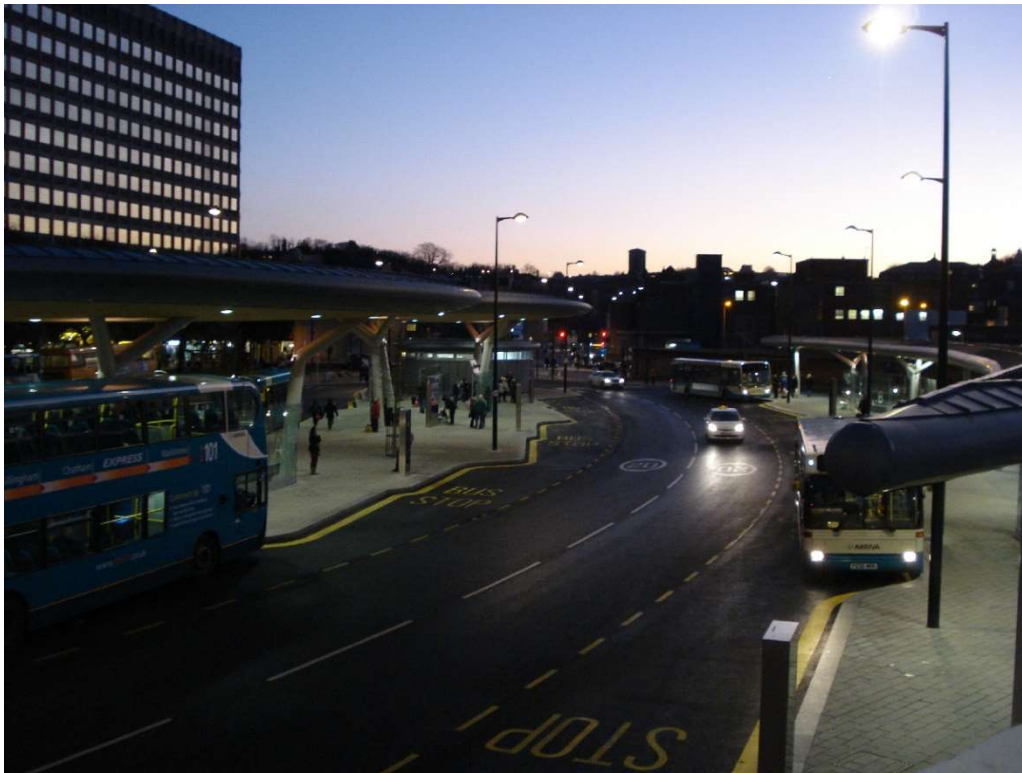
- 2.1.3 Unusually for South-East England the area was heavily reliant on industrial employment, which has declined markedly since the closure of the Royal Navy's dockyard in 1984. Planning policies of the time established alternative employment sites more related to the trunk road network than their ability to be served by public transport, such as Medway City Estate. Chatham's status as a strong retail centre has also faded over time, now eclipsed by both Maidstone and the Bluewater out-of-town complex.
- 2.1.4 In economic terms Medway has benefited from considerable investment arising from its strategic location within the Thames Gateway Growth Area. A major transformation has taken place around the former naval buildings in Chatham creating the Medway Campus, home to three universities and Mid Kent College. A new community has been created at Chatham Maritime, where £400 million of public and private investment has created a showpiece living and working environment attracting large corporate names, but low usage of public transport.
- 2.1.5 Further economic development sites have come on stream on the Hoo Peninsula at the former brownfield site of Kingsnorth Power Station which is now London Medway Commercial Park with a significant Amazon depot. Medway Council is also creating the Rochester Innovations Park as a hub for start-up firms which is due come on stream in the next couple of years
- 2.1.6 In 2019 Medway received £170 million to upgrade infrastructure on the Hoo Peninsula as part of HIF (Housing Infrastructure Funds) allocation. This will enable Hoo St. Werburgh to be developed further with much needed housing.
- 2.1.7 Hempstead Valley was the first out-of-town shopping centre to open in South-East England, dating back to 1978. Although well-served by bus from the start, the model of copious free car parking has since been replicated to a lesser scale at other retail parks (such as Dockside and Horsted), as planning policies of the day encouraged. This remains a significant challenge to getting people to swap car travel for bus travel.



Hempstead Valley Shopping Centre and associated car parks (Source: Google Earth)

2.1.8 While central Chatham remains the single most important destination in the Medway Towns, its dominance has declined significantly. None of the alternative locations have strong enough demand to justify the same level of comprehensive bus services, so the network remains firmly based on Chatham.

2.1.9 The jewel in Medway's public transport crown is Chatham Waterfront Bus Station. Built in 2011 for £9million, over 1,100 services a day depart. Its futuristic design is starting to show initial signs of aging, and will require further investment soon, for example upgrades to passenger information.



Chatham Waterfront Bus Station

## 2.2 Medway bus network

2.2.1 The following companies operate local registered bus services within Medway:

- Arriva
- ASD Coaches
- Chalkwell Coaches
- Farleigh Coaches
- Nu-Venture
- Redroute Buses

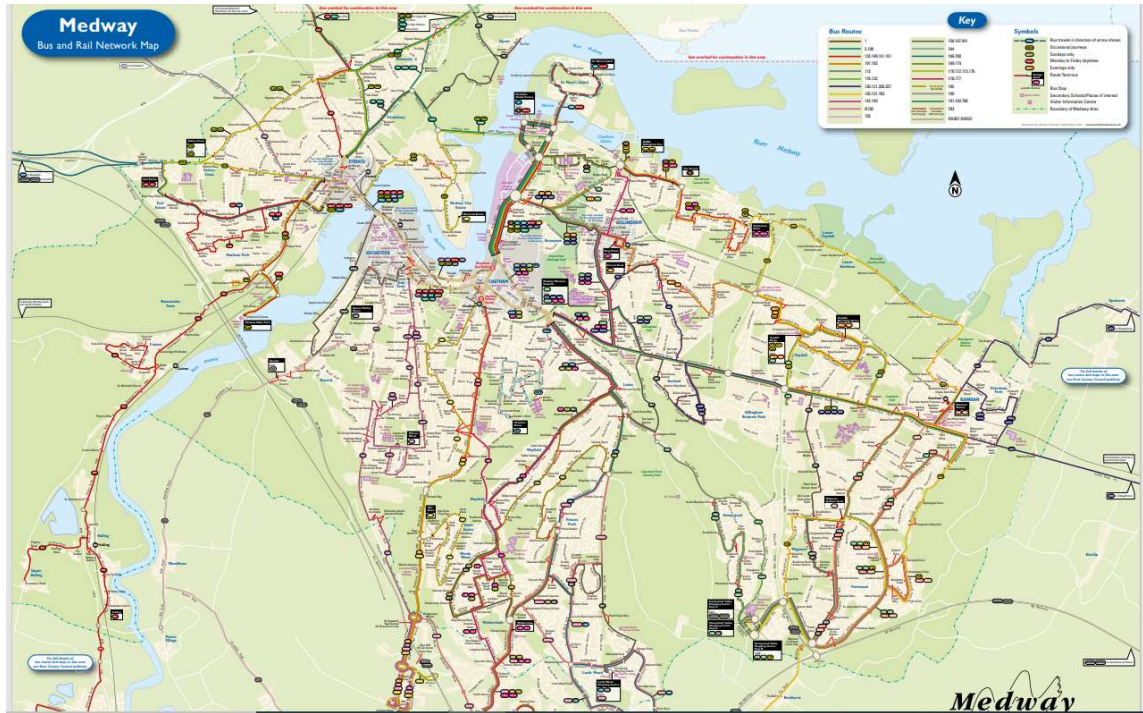
2.2.2 Additionally, the following companies operate longer distance commuter coach/coach services which although registered via the Traffic Commissioner, offer limited or no facilities for local travel.

- Clarkes Coaches
- The Kings Ferry
- National Express

NOTE: Clarkes Coaches, and Kings Ferry are part of the National Express group.

2.2.3 Within Appendix 2 a full list of services is available.

Full size map available at  
[www.medway.gov.uk/downloads/file/4094/medway\\_map\\_side\\_web](http://www.medway.gov.uk/downloads/file/4094/medway_map_side_web)



Service details are shown in Appendix 2

## 2.3 The current commercial network

2.3.1 Almost all commercial services are operated by Arriva, largely following long-established routes. The more important services – mostly along main road corridors to large housing estates - run at intervals of 10 to 20 minutes during the daytime, but the night-time economy is not strong, and most services require subsidy to continue beyond early evening. Exceptions include the cross-boundary services to Maidstone and to Bluewater.

2.3.2 Medway Arriva map

Full map available at  
[https://www.medway.gov.uk/downloads/file/1849/medway\\_arriva\\_bus\\_network](https://www.medway.gov.uk/downloads/file/1849/medway_arriva_bus_network)





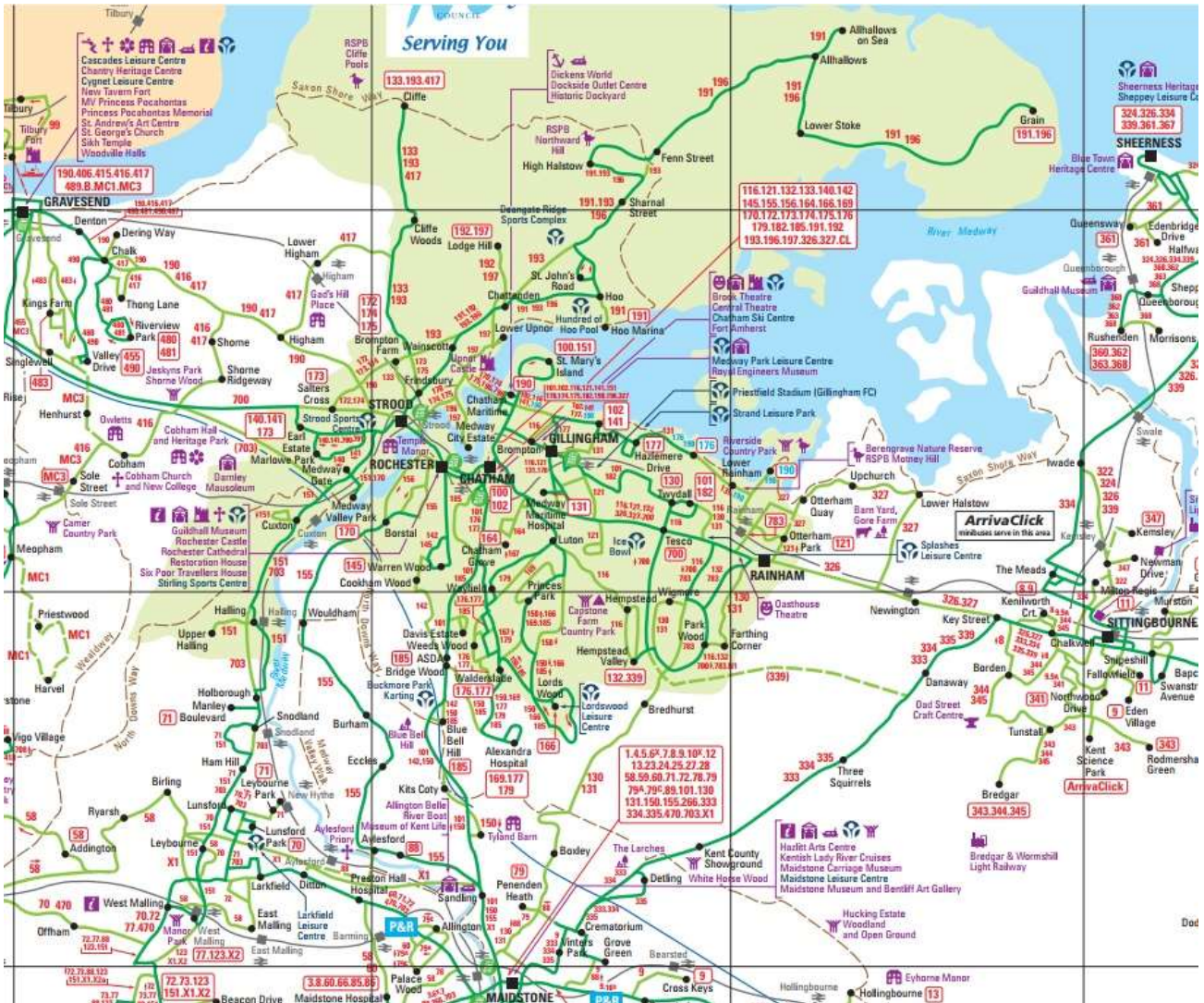
Arriva route network – Services in Medway

- 2.3.3 The majority of Sunday services were supported financially by Medway Council, until a radical uplift in frequencies in 2012/2014 created sufficient demand for many to pass over to wholly commercial operation in subsequent years. Effectively this replicated the Kickstart scheme, with the risk of expansion shouldered by the council, in the expectation that the longer-term potential would relieve the council of the cost of supporting the routes.
- 2.3.4 Lower frequency services fill in some of the gaps, in part relying on school movements at peak times to cover the principal operating costs. Flows of school children are sufficiently strong for a number of commercial journeys to be provided. Medway Council buys season tickets for eligible secondary pupils to use the bus network, in preference to providing contracted transport, while a small network of dedicated closed school routes is funded by the council, as a means of reducing travel by car for non-entitled pupils.
- 2.3.5 However, as costs increase and demand has fallen, some routes have ceased to be commercially viable for Arriva and have passed over to the subsidised network.
- 2.3.6 Two cross-boundary links also operate on a partially commercial basis. Chalkwell Coaches provide a roughly hourly daytime service from Sittingbourne (in the neighbouring borough of Swale) to Medway Maritime Hospital. Most journeys continue onwards to serve Gillingham town centre on the way to Chatham. A faster and more frequent train service (5 trains per hour pre Covid) also connects Swale with Medway, so the primary focus of the bus service is to connect the

smaller villages not served by the train. Sunday subsidised bus journeys were withdrawn in 2014 because of the exceptionally low level of demand.

2.3.7 Farleigh Coaches operates a resource-led service between Lordswood, Walderslade and Maidstone. Peak journeys are combined with school flows to create a commercially viable core, with some subsidy at other times.

2.3.8 Cross boundary services as at 2017 can be seen on the map below (the last edition prepared by Kent County Council, with funding from Medway Council). The Medway area is indicated by the green shading.



The Medway bus network and links to Kent

## 2.4 The current subsidised network

2.4.1 Medway Council has no stated policy to determine what should comprise the socially necessary network. The primary measure is subsidy per passenger journey.

2.4.2 Current spending is £1.01m per annum (including allowances for cross boundary contracts):



Type of Service	% of spending
All day	43
Evenings	13
Infill journeys	11
School and commuter	10
Sundays	9
Mobility	8
Shoppers	6

2.4.3 The council's planning policies require developers to show how their proposals can be served by public transport. Funding for new or improved bus services is obtained through the Section 106 process.

#### All day services

Timetables are designed to meet as many needs as possible, within the constraints of efficient scheduling. Co-operation with the operator, who provided raw data from the ticket machines, enabled careful replanning to reduce costs on one service, by altering the timetable to run with one bus all day, instead of requiring a second bus for what should have been a busy period, but was no longer affordable for a handful of passengers. The council hopes to repeat the exercise more widely, to inform the next round of tendering.

#### Meeting employment needs

The council has attempted to improve accessibility to the Medway City Estate, where peak hour traffic congestion is a problem. Notably a bus-only link has been created which gives faster journey times from the Strood direction, including easy interchange with trains at Strood railway station. Peak hour service levels have been increased to make travelling by bus more attractive using section 106 funding, although the availability of free car parking is a significant challenge to achieving modal shift.

#### Primarily off peak – shoppers' services

There are a number of smaller estates which are not on the main commercial network and are too far for potential passengers to walk to the main road. While traditionally off-peak demand may have been strong enough to justify a dedicated commercial service, changing societal factors such as more women working, lower motoring costs and the digital replacement of physical services, combined with higher costs have caused some to be unviable. Parts of the routes of these services may in places duplicate the commercial network, but not sufficiently that their role could be replaced by standalone feeder services.

#### Evenings

As noted above, the evening economy is not strong, with the principal destinations either out-of-centre (Chatham Maritime, Medway Valley Park) or beyond the council's boundaries (Bluewater, Maidstone). Indeed, the latter two justify commercial journeys into the late evening, with the Maidstone service having been kickstarted by the council in 2014.

#### Sundays

Many Sunday services are now provided commercially. The principal routes subsidised are the rural services to the Medway Valley and the Hoo Peninsula. Additionally, a route serving the hospital, and a short local service receive subsidy

in the urban area. However, most routes finish around 6pm, and an extension into the evening would be desirable on the core route network, which would better cater for shift workers.

#### Rural routes

Three cross-boundary routes are subsidised, two managed by Kent and the other by Medway. Route 130 provides a link from the Rainham area to Maidstone, while the 151 runs south along the west bank of the River Medway towards West Malling. Here, the principal settlements are also served by a half-hourly train service which runs between Strood and Maidstone, so the role of the bus route is influenced by the need to serve the areas which cannot conveniently access a station. The nature of a valley is that this requires the route to depart from the main road, climb into the hills and return by the same route to the main road.

Route 417 provides a link from Cliffe and Cliffe Woods to the nearest railway station at Higham (Kent) and onward to Gravesend provided by Redroute buses.

#### Infill journeys

These fill in or extend gaps in the commercial operating day and enable a more comprehensive timetable to be presented. Such journeys should meet the council's criteria for cost per passenger journey.

#### Mobility services

A demand responsive service, Medway Mobility, operated by ASD Coaches is provided for people who are frail and elderly, or have a disability, and unable to use conventional bus services. This serves different areas of Medway on specific days of the week, taking people from their doorsteps to the centres of Chatham, Rochester, Strood or Gillingham, plus Medway Maritime Hospital and Hempstead Valley shopping centre.

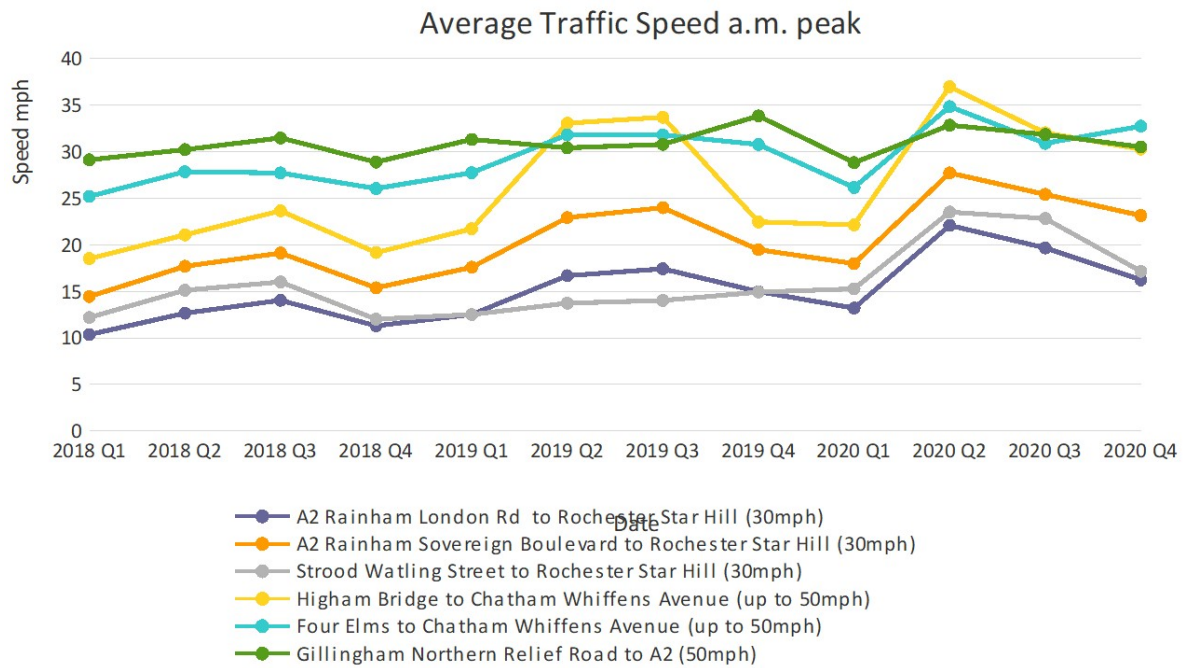
A special shoppers service, M1, runs on Saturdays, on a route serving many sheltered housing complexes, to the step-free Hempstead Valley shopping centre.

#### 2.4.12 Community bus

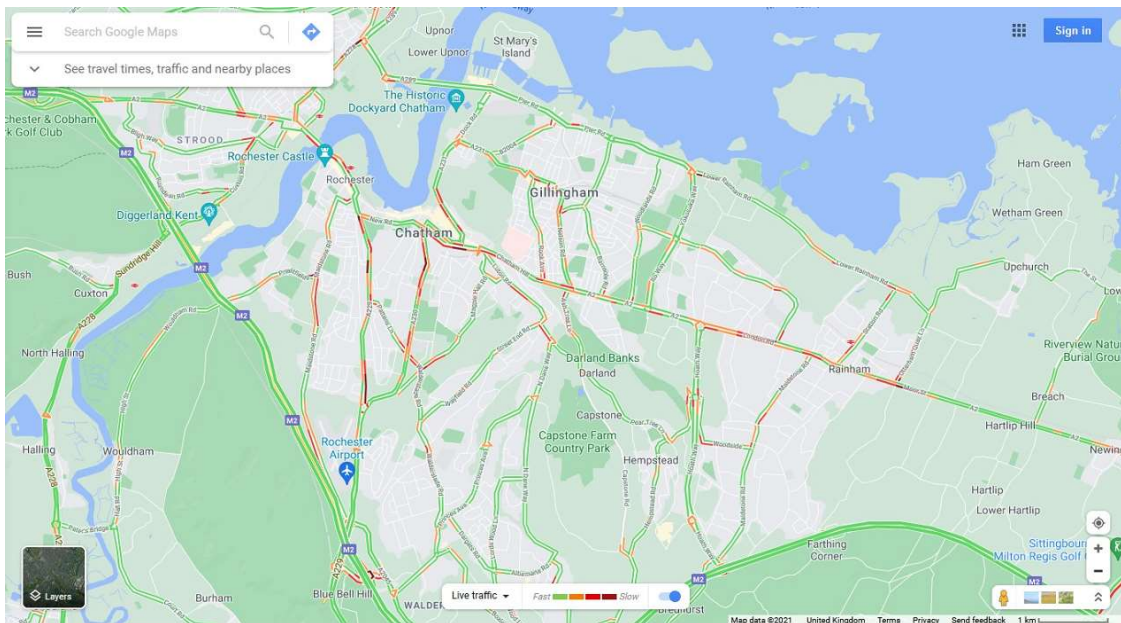
Medway Council funds the Villager community transport scheme, providing vehicles that have volunteer drivers. This has two fully accessible minibuses with seating for up to sixteen passengers, including space for up to three wheelchairs. It runs regular excursions to a range of destinations and offers low-cost minibus hire for local community and voluntary groups.

### **Traffic speeds**

- 2.5.1 Morning peak hour general traffic speeds have been measured consistently on five routes for several years. These are a mixture of roads with speed limits principally of either 30mph or 50mph, as shown in the key below. None are exactly equivalent to a bus route, so a precise comparison is not possible. The increase in speeds during the Covid pandemic will be noted.



2.5.2 A typical pattern of congestion in the morning peak is shown below.



AM congestion (Source: Google)

## 2.6 Bus Lanes

2.6.1 Within Medway there are the following bus priority lanes-

- A2 Chatham Hill (Westbound) -405 metres
- A2 Chatham Hill (Eastbound) – 437 metres
- A2 Corporation Street (Westbound)- 212 metres
- Canal Road Riverside Link- Camera enforced – 125 metres
- A2 Rainham Mark Bowaters (Westbound) – 55 metres
- A2 Rainham Mark Bowaters (Eastbound) – 145 metres
- Chatham Waterfront Bus Station and Waterfront Way- 522 metres

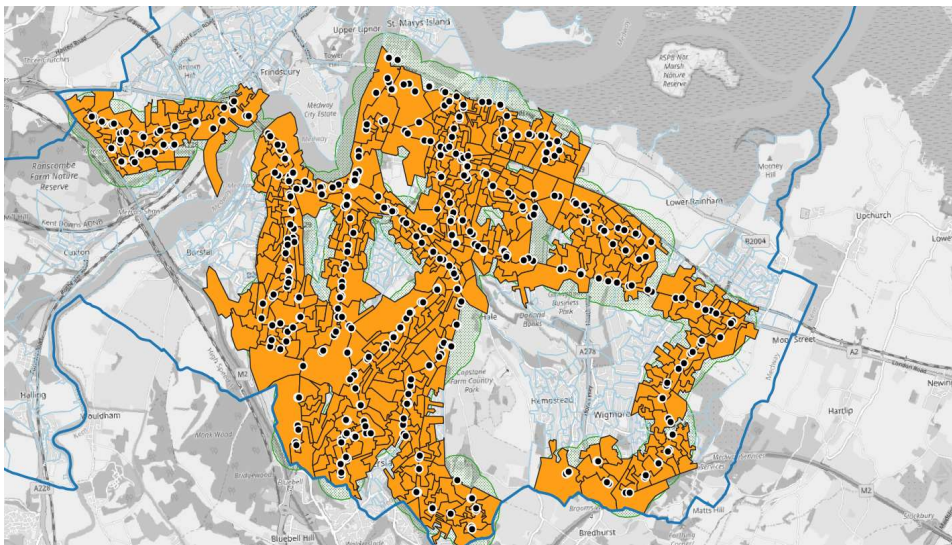
## 2.7 Accessibility to High Frequency services

2.7.1 The table below shows accessibility to high frequency bus services (over 12 minutes during weekdays). The percentage of the total population within 400 metres of these routes are 60%.

Bus Service Level	Dwellings	Total adults	Total population
<b>High Frequency – At least every 15 mins</b>	60%	60%	60%
<b>Medium Frequency – Every 20 mins</b>	21%	19%	19%

High frequency services and population reach

2.7.2 The access to High Frequency services is shown on the map below:-



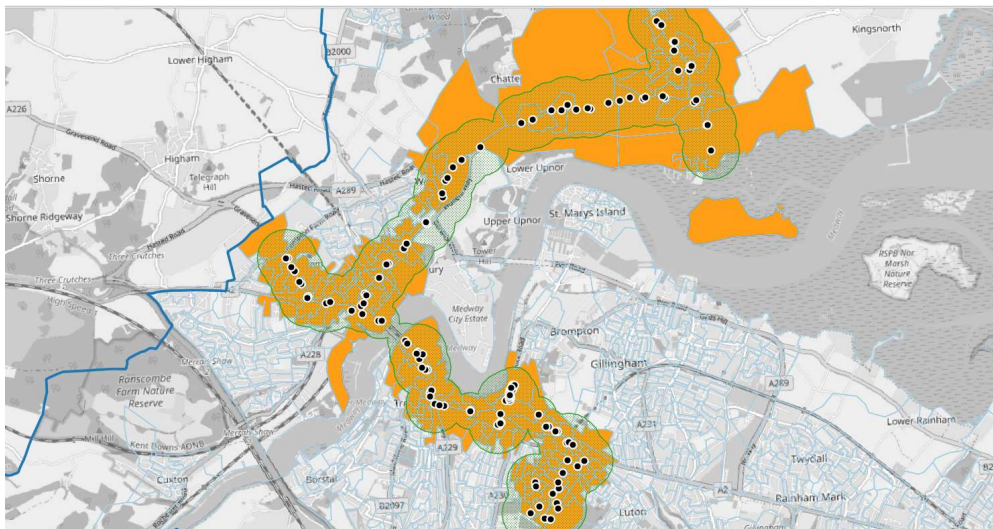
Super output areas with access to High Frequency (at least every 15 minutes) bus services

2.7.3 The high frequency services are as follows:-

- 101- (Twydall)- Gillingham- Chatham- Maidstone
- 132- Hempstead Valley – Rainham- Chatham
- 140/141/700- Bluewater- Strood- Rochester- Chatham
- 145- Warren Wood- Chatham
- 166- Lordswood- Luton- Chatham
- 176/177- Walderslade – Chatham- Medway Maritime Hospital- Gillingham
- 182- Twydall- Gillingham-Chatham



2.7.4 Further analysis shows the addition Super Output areas if 20 minute frequency services are included



Super output areas with 20 minute bus services.

2.7.5 This includes the services:-

- 164- Chatham- Chatham Grove
- 190- Chatham- Rochester- Strood- Gravesend
- 191- Chatham- Rochester- Strood- Hoo

**2.8 Size and age of fleet used on local bus services**

2.8.1 177 buses are used to provide bus services in Medway, including those that run in and out of the area.

2.8.2 The average age from figures supplied by the operators is 11.7 years, with individual fleets ranging from 9.7 years to 14.2 years. This compares to a national figure of 8.8 years, for non-metropolitan areas of England (*Source: DfT Bus Statistics Table 0605*).

2.8.3 Three quarters of these buses meet Euro V or Euro VI emission standards, as shown in the table below.

Emission standard	Quantity	Percentage	National figures 2019/20*
<b>Euro VI</b>	30	16.67%	51%
<b>Euro V</b>	105	58.33%	23%
<b>Euro IV</b>	17	9.44%	11%
<b>Euro III</b>	28	15.56%	16%
<b>Total</b>	<b>177</b>		

\*National figures sourced from DfT annual bus statistics: England 2019/20

## 2.9 The main barriers to bus usage and growth in Medway

2.9.1 As described above, the main challenges are the dispersal of retail and employment locations, many of which outside the centre of Chatham offer free parking. Since the opening of the M2, the principal road network has changed so that it increasingly bypasses communities, the very place a bus must serve in order to pick up passengers. As a result, car-based journeys are often significantly faster than the bus alternative, as this still needs to travel along roads where passengers can board and alight.

2.9.2 The Covid pandemic has also affected the retail offer in central Chatham, with the large anchor Debenhams store having closed. The lower status of Chatham's retail facilities is illustrated by the cost of retail rents compared to the rest of Kent. Notably the nearby town of Sittingbourne is less than a quarter of the size of the Medway population, but rents are at similar levels.



Source: Kent Property Review 2020, after Cradick Retail

2.9.3 Further, during Covid, visitors to Chatham town centre have declined, while the area from which they have travelled has shrunk. The effect can also be seen in the secondary shopping centres. However, a long-term project seeks to improve the attractiveness of Chatham as a place to live, work and shop. £4million from the Government's Local Growth Fund in 2017 has subsequently been enhanced with £9.5million from the government's Future High Streets Fund. This is being invested in Chatham to further economic growth, improve housing opportunities with mixed commercial use, create more jobs and provide a vibrant town centre experience.



## 2.10 Typical fares

- 2.10.1 A tapering graduated fare scale applies on most routes, with return fares (available all day) offering an approximately 25% saving on the price of buying two singles. A short distance single in the urban area is around £1 per km, although Arriva return fares are capped at the equivalent of a day ticket. Nonetheless, this means that a large number of return journeys of just over 3km each way reaches the £5.60 day ticket price, more than the equivalent return ticket on the rail network. However, longer journeys become progressively cheaper, with a return journey between rural Grain and Chatham (of over 50km) costing around 11p per km. Further details are shown in Appendix 3.
- 2.10.2 Weekly and longer period tickets considerably reduce the cost for regular travellers.
- 2.10.3 Medway Council funds a Youth Pass scheme, which allows holders to buy child rate single fares in the morning peak, when these are not available commercially. Versions are available for both under-16s and 16-18 year-olds, and are available for a £10 administration fee. The number of passes in circulation is 2,400.
- 2.10.4 PlusBus tickets are accepted on all contracted routes and Arriva services, except school journeys numbered in the 600 series. These are available to purchase in daily, weekly, monthly and annual versions, issued to/from Strood, Rochester, Chatham, Gillingham and Rainham stations. The Medway PlusBus zone boundary, which is determined by Arriva, excludes much of the rural area of the Hoo Peninsula, but does extend to some destinations just beyond the council's jurisdiction.



PlusBus coverage in Medway (Source: [www.plusbus.info](http://www.plusbus.info))

- 2.10.5 Discovery day tickets are issued and accepted on all local bus routes; these allow travel in most of Medway, Kent, Sussex and beyond.

## **2.11 Contact between Medway Council and bus operators**

- 2.11.1 Formal operator meetings are held every quarter, together with monthly meetings to discuss roadworks. These are long-established, and one operator describes them as “a key strength of Medway’s current public transport policies”.
- 2.11.2 As well as local transport officers, there is attendance by officers representing other teams, including streetworks, traffic management and development planning. The emissions team also plays an active role. The format is, in many ways, already achieving the level of co-operation envisaged by an Enhanced Partnership. The small size of the teams involved means that it is often possible to resolve problems with a phone call or two.
- 2.11.3 Informal contact is continuous and wide ranging, while confidential information is shared between parties as appropriate. There is a good working relationship between operators and the council, although that does not mean that there is agreement on every topic.
- 2.11.4 There are currently two full time equivalent posts totally dedicated to public transport, though as noted other functions are regularly involved. These report to the Sustainable Transport Manager, in turn reporting to the Head of Integrated Transport.

## **2.12 Information for the public**

- 2.12.1 Medway Council maintains a list of bus services on its website, with timetables available as PDFs, or alternatively as a link to the operators' website. These can be accessed from <https://www.medway.gov.uk/buses>. A comprehensive map is usually produced on an annual basis, in both paper and electronic formats. This shows all stops by name and uses the coloured line method for ease of use.
- 2.12.2 Where paper timetables are made available by operators, these are stocked in Medway Council premises such as libraries and contact points. They are also to be found in the Pentagon shopping centre in Chatham, close to the bus station. The position by one of the main exits ensures that they are highly visible.
- 2.12.3 Arriva offers its own app for its services, and smaller operators are using the MYTrip app from Passenger.
- 2.12.4 The Council works in partnership with Arriva, providing roadside timetable cases for that company to use. The company reciprocates by erecting all bus stop flags, irrespective of operator. Contracted and part-commercial services of other operators are produced by Medway Council, to a consistent standard similar to but distinct from those of Arriva. This helps highlight where the council is providing support.



Paper timetables are available within Chatham's Pentagon shopping centre

2.12.5 We also have around 70 roadside real time information screens, including some located at other points of high footfall, including the Pentagon shopping centre at Chatham, Medway Maritime Hospital, the council's main office in Chatham, the visitor information centre at Rochester and at some railway stations. These are TV-screen style and can also be used to display messages and promotional information. Most also provide audio announcements of impending bus arrivals, although are currently reaching the end of their operational lives with failures often occurring.

## 2.13 Barriers to bus usage and growth

2.13.1 The National Highway and Transport Public Satisfaction Survey (NHT Survey) found that satisfaction with the bus service in Medway was at best average, and in a number of categories, substantially below national averages. The biggest gaps were on the indicators below:

Indicator No.	Satisfaction with:	Satisfaction Medway	Satisfaction nationally
PTIB07	Bus fares	40%	50%
PTIB04	Whether buses arrive on time	49%	56%
PTIB05	How easy buses are to get on/off	59%	63%
PTIB08	Quality and cleanliness of buses	69%	73%

2.13.2 These are key elements which would need to be tackled to attract more users to the bus service.

## 2.14 How we would wish to see this change

2.14.1 We do not regard any area as over bussed. Indeed, our aspirations are for the core route network to offer a bus every 10 minutes for the majority of the day

(broadly 0700-1900 on Mondays to Fridays, possibly with a later start on Saturdays). At other times, based on pre-Covid patterns, buses should run every 30 minutes, except on Sundays, when buses should run every 20 minutes during shopping hours.

- 2.14.2 The secondary network would be more closely tied to the specific locations it serves, which could entail running frequent peak journeys for commuters, providing a clockface timetable for all users, or a tailored timetable to meet social needs, as with our existing routes 156 and 197.
- 2.14.3 Interchange without fare penalty should be possible, so that the need to change buses to reach some destinations is not perceived as a barrier for passengers.
- 2.14.4 Our rural network is heavily focussed on the movement of school children, using the largest sized bus possible. This enables off-peak services to be provided at marginal cost, which the change to a smaller vehicle would not create any significant saving.
- 2.14.5 A change to demand-responsive operation potentially incurs both the full costs of school movements, and a second bus to provide the demand-responsive service. There is currently limited scope to use a smaller bus at peak times, but the situation may change when the proposed new rural town on the Hoo Peninsula comes to fruition.

## **2.15 Parking Policies**

- 2.15.1 Previous planning policies have seen generous free parking provided at out-of-centre locations. This includes:
  - Dockside Outlet > 500 spaces
  - Hempstead Valley > 2000 spaces
  - Horsted Retail Park > 500 spaces
  - Medway Valley Park > 750 spaces
  - Strood Retail Park 330 spaces
  - Bluewater 13,000 spaces

In addition, supermarket car parking is free at most locations.

- 2.15.2 The council provides off-street parking in the five town centres, and some aimed at London commuters near rail stations and coach pick-up points. Further details are contained in Appendix 4.
- 2.15.3 Car parks at Globe Lane (171 spaces) and Whiffens Avenue (115 spaces) in central Chatham, and at Britton Farm in central Gillingham (approximately 100 spaces) have all been closed to permit residential development.
- 2.15.4 Current charges, showing increases implemented in April 2021, are shown below.

### **Off Street Parking**

Dependent on the time permitted for a vehicle to stay within the car park, a variation of the below will be

Time Period in Hours	20/21 Tariff (pence)	21/22 Tariff (pence)	Increase %
0-0.5	50	70	40%
0.5-1	100	120	20%
1-2	150	170	13%
2-4	250	270	8%
4-6	350	370	6%
6+	520	540	4%
48	1000	1020	2%

### **Rochester Riverside MSCP**

Time Period in Hours	20/21 Tariff (pence)	21/22 Tariff (pence)	Increase %
0-1	100	120	20%
1-2	150	170	13%
2-3	200	220	10%
3-5	250	270	8%
5-15	600	650	8%

### **On Street Parking**

Dependent on the time permitted for a vehicle to stay within each parking location, a variation of the below will be charged:

Time Period in Hours	20/21 Tariff (pence)	21/22 Tariff (pence)	Increase %
0-0.5	50	70	40%
0.5-1	100	120	20%
1-2	150	170	13%
2-4	250	270	8%
4-6	350	370	6%
6+	520	540	4%
48	1000	1020	2%

### **Multi Storey Car Park (Brook & Pentagon)**

Time Period in Hours	20/21 Tariff (pence)	21/22 Tariff (pence)	Increase %
0-1	100	120	20%
1-2	150	170	13%
2-3	200	220	10%
3-4	250	270	8%
4-5	300	320	7%
5-6	350	370	6%
6+	520	540	4%

Medway Council – Pay and Display charges from 1 April 2021

2.15.6 Parking enforcement is undertaken by Medway Council's parking team of 33 enforcement officers. The team regularly work from 0700 to 0100.

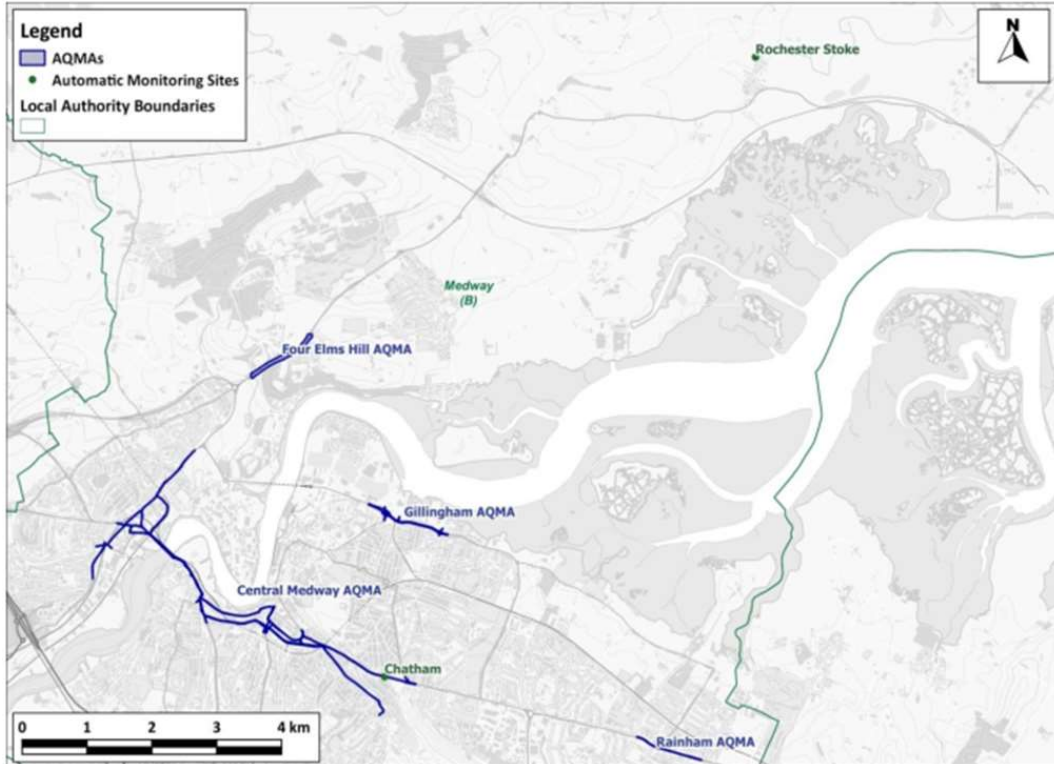




Medway Council CCTV Enforcement Vehicle

## 2.16 Air Quality and Climate Change

2.16.1 Medway has four AQMAs (Central Medway AQMA, High Street, Rainham AQMA, Pier Road, Gillingham AQMA and Four Elms Hill, Chattenden AQMA), all for exceedances of the annual mean nitrogen dioxide objective.



Map of Automatic Monitoring Sites and AQMA locations within Medway

- 2.16.2 When last reviewed in 2020 ([www.medway.gov.uk/downloads/file/5577/air\\_quality\\_annual\\_status\\_report\\_2020](http://www.medway.gov.uk/downloads/file/5577/air_quality_annual_status_report_2020)), it was found that although the AQMA declared at Gillingham consistently records concentrations below the AQO, it was recommended that the AQMA remain in place due to ongoing development at Chatham Docks.
- 2.16.3 Medway Council's Air Quality Strategy [www.medway.gov.uk/airquality](http://www.medway.gov.uk/airquality) recognises that "A more frequent bus service, with more modern low-or zero-emission buses, can contribute to air quality goals, by attracting passengers who would otherwise use a car." It includes three indicators relevant to bus services:
- Measure no. 6 - Increase proportion of Euro V, and subsequent (or equivalent) buses in fleet
  - Measure no. 7 - Increase bus patronage
  - Measure no. 8 - Improve bus flow and reliability
- 2.16.4 These are entirely compatible with the Bus Service Improvement Plan. It was estimated that these actions could reduce emission levels by 5%.
- 2.16.5 The Council have included reference to the Bus Service Improvement Plan in the recently adopted Climate Change Action Plan for Medway, see [www.medway.gov.uk/climatechangeplan](http://www.medway.gov.uk/climatechangeplan).
- 2.16.6 The action plan seeks to "reduce emissions from road transport by promoting and facilitating the uptake of electric and ultra-low emissions vehicles, encouraging modal shift through enhanced sustainable infrastructure, and tackling congestion hotspots."
- 2.16.7 It acknowledges the challenge of "Identifying and securing funding for initiatives and working with private companies in a challenging commercial environment as the economy recovers from the COVID-19 pandemic."
- 2.16.8 Actions within the plan that relate to the Bus Service Improvement Plan include:
- 6.2 *Continue to deliver bus infrastructure improvements and explore opportunities to facilitate the use of ULEV on bus routes in Medway.*
  - 6.2.1 *Maintain productive relationships with local bus operators with a view to establishing a 'Bus Improvement Plan' and introduce data reporting to include fleet comparison and journey time information.*
  - 6.2.2 *Explore opportunities for phased uptake of ULEV on supported bus routes.*
  - 6.2.3 *Work with local bus operators to develop a strategy that facilitates the introduction of electric buses in Medway, including the identification of funding opportunities at national level.*
  - 6.5 *Tackle congestion hotspots through Variable Message Signs (VMS), traffic signal infrastructure and programming upgrades and smart cities initiatives.*
  - 6.5.1 *Improvements to the operation of traffic signal controlled junctions and crossings through programming changes or upgraded equipment.*
  - 6.6 *Continue with our proactive and dedicated approach to improving air quality across Medway through the delivery of the Air Quality Action Plan.*
- 2.16.9 Medway Council will continue to seek additional funding from government and other available sources to improve fleet standards, whether that be retrofitting to Euro VI, or contributions towards the costs of new low or zero-emission vehicles thus allowing timely improvements to the AQMAs.

## SECTION 3 - HEADLINE TARGETS

### 3.1 Reported Targets

This section will set out targets for improvements to bus services and how they will be monitored. These will be confirmed in advance of submission to the DfT in October following agreement with operators.

Although the targets will be agreed with operators in principle and indicate aspirations, these will be subject to change through the establishment of the Enhanced Partnership.

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured
Journey time	n/a	n/a	80%	Data from ABOD % of journeys on time at timing points Data from Sept 2021 All services – 70.4% 101- Gillingham- Maidstone-69.6% 132- Chatham- Hempstead- 68.4% 140- Strood- Chatham- 71.9% 145- Rochester- Chatham- 76.2% 166- Chatham- Lordswood- 70.7% 182- Twydall- Chatham- 65.1%
Reliability	n/a	n/a	98%	Data from ABOD Number of journeys run
Passenger numbers	8,060,018	8,022,306	8,000,000 Pre covid figure	Data from operators
Average passenger satisfaction	57%	58%	65%	NHT Survey (see below) – PTIB06 – measure of satisfaction with the local bus service overall. This generally scores lower than the Transport Focus survey, which is usually a smaller sample size.

### 3.2 Potential Targets

#### 3.2.1 Targets using data supplied by operators

- *Passenger numbers*  
No. of passengers (Medway area)  
No. of passengers boarding at Chatham bus station
- *Reliability*  
Percentage of journeys operated  
Percentage of journeys tracking\*  
Percentage of journeys on time\*  
Percentage of journeys late\*  
Percentage of journeys early\*



\*These figures are automatically available from the government's ABOD (Analyse Bus Open Data) service. Operators could choose to supply their own figures if they do not wish to use the ABOD data (but should explain why).

- *Euro engine standard*  
(Consistent with Measure no. 6 in the Medway Air Quality Strategy:  
Increase proportion of Euro V, and subsequent (or equivalent) buses in fleet).

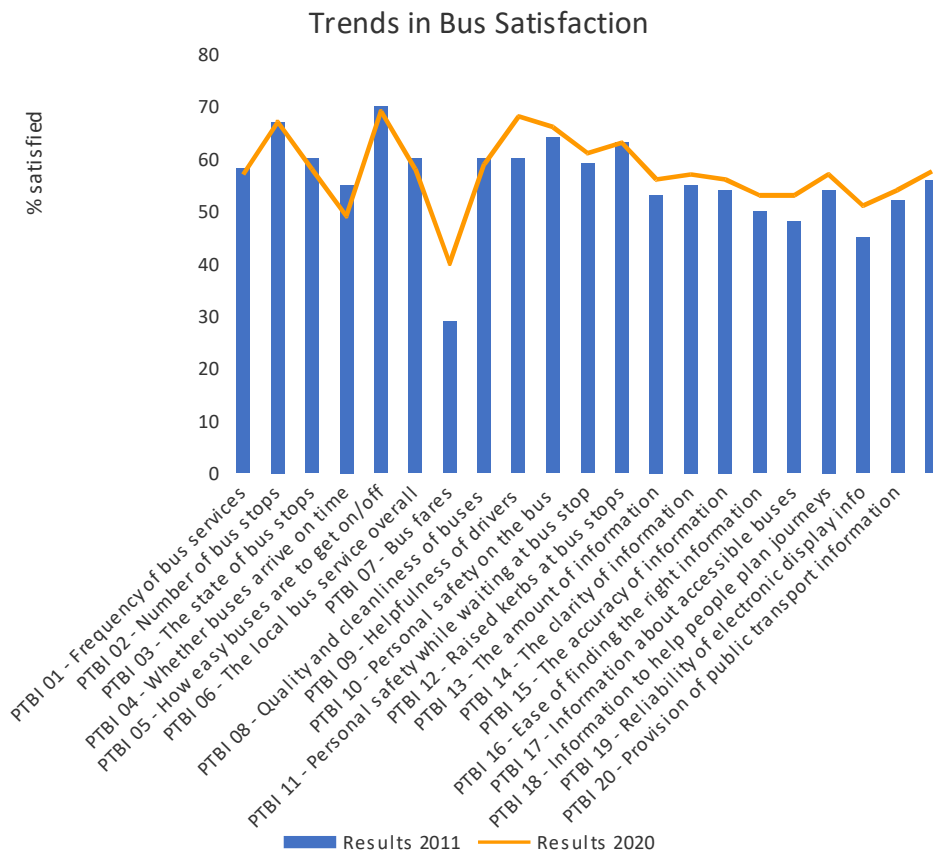
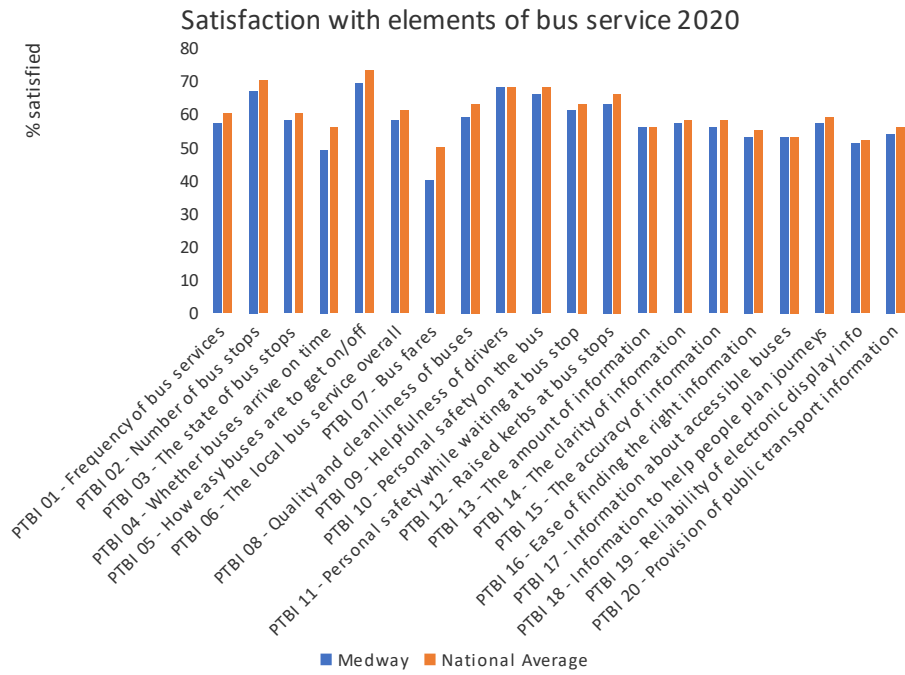
### 3.2.1 Targets using data supplied by the council

- Roadworks on network  
No. of planned roadworks notified to bus operators  
No. of planned roadworks not notified to bus operators  
No. of emergency roadworks affecting bus operators
- Percentage of shelters cleaned (or number and target) from Clear channel
- Percentage of Real Time Information displays working  
OR %age of stops with information
- Percentage of shoppers travelling by bus to Chatham town centre

## 3.3 **Passenger Satisfaction**

3.3.1 Medway Council participates in the National Highway and Transport Public Satisfaction Survey (NHT Survey - <https://nhtnetwork.org/>), which measures public satisfaction on various aspects of highways and transport. Currently 109 local transport authorities are surveyed, enabling benchmarking of individual authorities against national trends. Medway's figures are derived from 1171 public responses conducted in spring 2020.

3.3.2 In most categories, there has been a small improvement over the last 10 years, though current results show that Medway is slightly below national figures. The lowest level of satisfaction, both nationally and in Medway, is for fares.



## **SECTION 4 – DELIVERY**

### **4.1 Medway’s BSIP Goals**

- 4.1.1 This is the main body of the Medway’s BSIP. Its purpose is to explain how the requirements set out in the Strategy are to be delivered. The purpose of this section is for the BSIP to set out detailed policies in each of the areas, explain delivery in more detail and how they each will work together to improve local bus services.
- 4.1.2 This section explains in more detail the items listed in the standard template as required in the specific format laid down by DfT. This template can be found in Section 6/

### **4.2 What does success look like?**

- 4.2.1 Around two-thirds of Medway’s population will be within easy access of a high-frequency core route bus service, which runs every 10 minutes during the daytime, and at no less than every 30 minutes in the quieter periods of the day.
- 4.2.2 Less frequent routes will provide for local needs, offering opportunities to interchange with the core route network, while still providing through links to key destinations.
- 4.2.3 Most bus stops will be protected with bus stop clearways, and all will be accessible to people with physical impairments. Shelters are at many stops, often with real time information displays, though such information is always available by app, covering all bus routes. Paper-based information remains at many stops to provide reassurance in a clearer format as possible.
- 4.2.4 Passengers can travel by tapping in and tapping out a bankcard and other payment media, or a pay as you go smartcard for younger travellers. Fares will be simplified to a small number of zones, and there will be no penalty for changing en route, irrespective of operator.
- 4.2.5 It will still be possible to pay with cash for the foreseeable future for individual journeys on board, both to cater for the estimated 1.2 million adults without a bank account (source: UK Finance), and to allow for the sale of multi-person tickets (e.g. family fares, as part of commitment to a child-friendly Medway) and tickets to travel beyond the local area (e.g. Discovery ticket). Foreign visitors may also benefit if their cards cannot be read in the UK.
- 4.2.6 Fare caps will apply to ticketless transactions, and the government-controlled railway will participate on equal terms.
- 4.2.7 As buses receive priority at traffic lights, together with the extra attention given to parking enforcement and management on the core route network and bus lanes on the busiest corridors, buses offer a consistent reliable journey time throughout the day.
- 4.2.8 Audio-visual information provides passengers with confidence as to where the bus is heading and lets them know in good time as it approaches their stop.

- 4.2.9 A fleet of lower-emission buses is steadily being replaced by zero-emission ones, as the technology develops so that they can cope with a long operating day, and the challenging topography of the Medway Towns.
- 4.2.10 Coupled with increases in walking and cycling, local destinations will predominantly be reached without needing to use a car.

### **4.3 Make improvements to bus services and planning**

#### *4.3.1 More frequent and reliable services*

##### 4.3.1.1 Review service frequency

Post covid we will aim to have suitable frequencies on the core route network during the day and depending on route this could be in the range of 10-15 minutes. This will be ascertained with operators on a route-by-route basis.

Suitable frequencies for other periods could be up to every 20 minutes during Sunday daytimes, and up to every 30 minutes in the evening.

We need to ensure that we are pragmatic with the level of funding that we receive to ensure that the right level of provision at the right times and there maybe enhancements on “flagship” routes.

Other routes will be considered on individual merits. There is an expectation that some routes are unlikely to recover to pre-Covid patronage levels and will require public support to continue operating. We will analyse such routes to understand whether the current timetable should be continued, or whether changes need to be made to match it more closely to the new level of demand. The amount of funding available will determine what can be achieved.

We work closely with our colleagues at Kent County Council and would expect to improve some cross-boundary services on a joint basis.

##### 4.3.1.2 Increase bus priority measures

The primary locations for delay identified by bus operators coincide with those contained in our Local Transport Plan. That a number remain emphasises that there are no easy solutions, as well as competing demands, e.g. improvements for pedestrians and cyclists, which may have negative impacts for bus services.

Better parking enforcement and roadworks management will reduce casual disruption for buses, while improving the use of traffic signal technology will increase throughput of people (but not necessarily vehicles) at junctions.

Bus stops on core routes should be protected by Bus Stop Clearways, unless self-enforcing measures such as bus borders are used.



Route 132 exhibits some of the features we want to see on core routes

#### 4.3.1.3 Increase demand responsive services

We currently provide the Medway Mobility service, a demand responsive service for people who are frail and elderly, or have a disability, and unable to use conventional bus services. This serves different areas of Medway on specific days of the week, taking people from their doorsteps to the centres of Chatham, Rochester, Strood or Gillingham, plus Medway Maritime Hospital and Hempstead Valley shopping centre.

While it fulfils a specific need, the cost per passenger journey is considerably higher than for conventional public transport. We understand that the high costs have seen off all commercial provision of demand responsive services in urban areas, even those that used non-PSV minibuses. Subsidy requirements would therefore be multiple times the limits we work in for conventional services.

However, there may be scope for a demand responsive service to provide a better level of service for the Isle of Grain, in conjunction with planned growth on the Hoo Peninsula for a new rural town. A frequent conventional bus service between Chatham and Hoo would continue to operate, but beyond Hoo, it could perhaps become a connecting DRT service, only setting down as needed, rather than following a fixed route.

DRT may also have a role in establishing demand at new developments, before fixed bus services are established. This could include employment sites as well as residential areas. However, within the urban area, the role of moving small volumes of people is more effectively met by established DRT i.e. taxis.

#### 4.3.1.4 Consideration of bus rapid transport networks

The dense urban nature of the Medway Towns and limited roadscape means that establishing exclusive routes for bus use is difficult. However, there is scope for the new development on the Hoo Peninsula, which is supported by Housing Infrastructure Funds, to be connected by a Bus Rapid Transit system. To be truly

successful, priority needs to be created within the urban area too.

#### 4.3.2 Improvements to planning / integration with other modes

##### 4.3.2.1 Integrate services with other transport modes

Frequent bus services stop outside Rochester and Chatham stations, and close to Gillingham station. Strood station is directly served by one half-hourly route, with other services a short walk away, or alternatively easily available at Rochester station (it is not possible for the majority of bus routes to serve both Strood town centre and the railway station in an effective manner).



Bus stop outside Rochester railway station

Rainham station receives dedicated services at peak commuter times, and a limited service at other times. Unfortunately its location does not make it practical to divert other routes to stop more closely, as it would add a significant time penalty to the journeys of all other passengers. It is approximately 500m to the bus stops on the A2, from where frequent services operate.

Trains are sufficiently frequent during the day, that it is neither practicable nor necessary to make specific connections. In the evenings, trains continue to run at reasonable frequencies, but with three London origins (Victoria, St Pancras and the Thameslink route via London Bridge), it does diffuse demand on any particular train for onward connections.

A survey of passengers on the subsidised 783 commuter route from Rainham station found that the majority of customers wanted connections with Victoria trains. The timetable was redesigned to achieve this, but it is unclear that such action could be undertaken on evening routes.

The Medway PlusBus ticket can be purchased as an add-on to rail travel to Strood, Rochester, Chatham, Gillingham and Rainham stations.

On the Medway Valley Line station at Halling, there are bus stops immediately outside the station. However, co-ordination of bus and rail timetables is difficult, because both modes require to make more important connections at other locations. The station at Cuxton is on a cul-de-sac some 250m from the nearest bus stops on the main road. There are no turning facilities for buses at the station, and even rail replacement buses only stop on the main road. However, both Halling and Cuxton stations have small catchment areas, and are used by fewer than 2000 people per week, according to figures from the Office of Rail and Road.

#### 4.3.2.2 Simplify services

The core route network provided by Arriva is the building block for other services. It is relatively simple, radiating out from Chatham. However, the polycentric nature of the Medway Towns means that there are multiple secondary trip destinations, which require careful consideration in designing a network.

The network to the south and west of Chatham is simple and well-established. The area to the east, serving Gillingham and Rainham, has been subject to elements of regeneration and demographic change that means the current pattern of services needs reviewing. Arriva have already acknowledged this, and we will work together to identify a network more suitable for the 2020s.

We expect that revenue support would be needed to ensure that this network runs at our desired frequencies of 10 minutes during the daytime (Sundays every 20 minutes) and every 30 minutes in the evenings.

COVID-19 has threatened the viability of some previously commercially viable services. This BSIP may need to explore which parts could become commercially viable again with the right capital investment (e.g. in bus priority), and which parts will not return to viability, but are socially or economically necessary – and how these could best be supported.

#### 4.3.2.3 Review socially necessary services

Medway Council keeps socially necessary services under constant review, though tries to limit changes between major retendering, except for those necessary to take account of outside factors (e.g., school hours changes, retail openings/closures, road layout alterations).

All current contracts expire during 2022, so their review forms an integral part of bus service planning this year. The still-developing pattern of recovering demand will make this a more challenging exercise than in previous years, and as revenue is at the operator's risk, we expect prices to increase significantly, anticipating lower demand than hitherto.

We are concerned that with people finding less need to travel, irrespective of the quality of service on offer, demand on some commercial routes may not recover to a level that can be sustained by the operator. This could place significant pressure

on the council to fund more routes than at present. Without additional revenue funding, choices would have to be made between relatively busy but unprofitable routes, and low use but socially necessary ones.

#### 4.3.2.4 Invest in Superbus networks

We believe our proposals are broadly in line with the principles of a Superbus network, as described in the Bus Back Better strategy i.e. “provides higher frequency, lower fare services”.

Appropriate investment would see around two-thirds of Medway's population within easy access of a high-frequency core route bus service, which runs every 10 minutes during the daytime, and at no less than every 30 minutes in the quieter periods of the day.

A zonal scheme would offer simpler fares, lowered with government funding. Zonal fares will also facilitate the use of tap-in, tap-out technology, which would automatically calculate the best fare at the end of the day. This would be available across all operators and should be capable of extension to the railway for local journeys.

Consistent reliable journey times for bus passengers will be achieved with bus stops protected by clearways, priority at traffic lights, improved parking enforcement and bus lanes on the busiest corridors. Time savings will be ploughed back into increased frequencies.

Such a Superbus network, coupled with continuing improvements in walking and cycling, will result in a significant change to modal split in the area, with benefits for air quality and a more active, healthy population.

#### 4.3.1 *Improvements to fares and ticketing*

##### 4.3.3.1 Lower fares

We would wish to invest and support the technology and cost to introduce fare capping, eventually by tap-on, tap-off technology, but in the interim with a lower-priced all-operator day ticket, purchased on the bus. We would look to extend this to off-bus purchasing once all operators are able to read each other's technology, which would also enable fairer allocation of revenue between operators, to reflect actual use. Funding permitting, we will investigate the opportunity for further support for subsidising child and youth tickets.

##### 4.3.3.2 Simplify fares

Arriva have put forward tentative proposals for a zonal fare structure, that would allow for simpler fares, including the introduction of tap-on, tap-off capping. The principle of cheaper, simpler fares is supported by one smaller operator. Funding would be needed to underwrite any losses that this may cause.

##### 4.3.3.3 Integrate ticketing between operators and transport

Subsidised services have always been required to accept tickets issued by other



operators for parallel journeys. As well as benefiting passengers, this has worked well for Arriva, with their network tickets the main choice for customers making regular trips on other operators' services. This has however come at a cost to the council, as it means tender prices are higher than they would be than if the tenderer were to keep the revenue from all passengers. This approach should mean that the number of passengers using buses is greater than it would be if there was no inter-availability of ticketing.

Subsidised routes are also required to accept PlusBus tickets, for which the revenue also accrues to Arriva in the first instance. The current rules for distribution means there may be a significant time lag before other operators receive any revenue.

With the majority of our operators now sharing the same ticket technology, we are in the process of obtaining co-operation to share QR codes between operators. This will enable a more accurate understanding of the use of tickets across the subsidised network and look to determine the price of all-operator tickets.

Our colleagues at Kent County Council are proposing to pilot Mobility as a Service in the North West Kent area (i.e. to the west of Medway). If successful, this would be rolled out to further parts of Kent, and would include Medway, thus offering a seamless service to residents across the wider area, irrespective of any administrative boundaries.

#### **4.4 Make improvements to bus passenger experience**

##### *4.4.1 Higher spec buses*

###### 4.4.1.1 Invest in improved bus specifications

Many buses in Medway already have Wi-Fi and power points, and we would anticipate newer buses would arrive with these features.

Similarly, apart from a handful of low-floor wheelchair accessible minibuses, all buses used on local routes fully meet PSV accessibility requirements, including the ability to kneel at bus stops.

If granted funding, we will assist operators in fitting audio-visual next stop equipment. It is already in place on Arriva's Sapphire buses, while a significant number of vehicles brought in from elsewhere (especially from London and the Fastrack network) have many of the fittings in place that are needed in order to implement such a system. We estimate retrofitting costs at £3500 for single deck buses and £4000 for double deck buses.

###### 4.4.1.2 Invest in accessible and inclusive bus services

The Council will continue work that it has carried out over the last ten years to ensure that bus stops are easily accessible for buses, so that they can stop close to the kerb and offer the best access for less mobile passengers. This includes removal or modification of laybys, the installation of clearways, and the raising of kerbs.

All of our real time information bus stop displays also have audio announcements (except in Chatham bus station, where close proximity of stops would render clarity difficult). The majority of our screens are now reaching the end of their operational life, and replacement would offer a much-improved standard, especially for visually impaired users. A trial installation of an e-paper screen at the bus station has resulted in a much better standard of display for all passengers, especially after dark.



E Paper screen at Chatham Waterfront Bus station

We are also conducting a trial of a Sm@rtbus transponders whereby with the necessary app this gives users details of upcoming departures including voice to the user's smart phone by being in close proximity to the stop. This will be especially helpful to travellers with sight issues.

We will expect paper timetables to be available for all services, if appropriate, by request. Digital equivalents should also be provided, that can be formatted in larger print if needed by visually impaired customers.

The Council will continue to fund the Medway Mobility bus service, which provides mobility for those too frail to use conventional bus services. We will also continue to provide funding for the C+ Companion Pass, which allows a severely disabled person who cannot travel independently to be accompanied by someone else free of charge. This is an additional concession provided in Medway and Kent under the English National Concessionary Travel Scheme.

We will also introduce accessibility cards for all operators, which can be discretely shown to drivers to make them aware of any special needs that an individual may have. This will complement the scheme currently only provided by Arriva (<https://www.arrivabus.co.uk/help/customers-with-disabilities>). These will be available from council contact point offices and libraries, and we would encourage operators to stock them too.

#### 4.4.1.3 Protect personal safety of bus passengers

Medway Council made a major investment in bus shelters a little over 10 years ago. As far as possible, these used battery-powered LED lighting, recharged by solar panels. In the event, the technology has not advanced sufficiently, the Council would like to upgrade these shelters with more efficient solar panels.

We will explore the use of solar-powered lighting at older shelters, though complete replacement may be a better investment.

Similarly, the 10-year-old Chatham Waterfront bus station used CCTV technology that has since been superseded. We would like to upgrade it to the latest standards, as this would provide better coverage across the whole station.

The majority of buses also have CCTV, and we would expect this to increase to 100% coverage as older buses are replaced.

#### 4.4.1.4 Improve buses for tourists

Most of the tourist hotspots in the Medway Towns are within walking distance of railway stations and existing bus routes (all of which accept PlusBus tickets). During the summer a dedicated open top route is contracted to provide extra opportunities by connecting several of the main tourist sites.

For those further afield, onward journey posters at Medway's railway stations, showing bus connections, include certain tourist destinations, e.g. The Historic Dockyard and RSPB Cliffe Pools. As an example, the poster at Chatham station can be seen at [www.nationalrail.co.uk/posters/CTM.pdf](http://www.nationalrail.co.uk/posters/CTM.pdf).

We will also work with tourism colleagues to encourage more attractions to include details of access by public transport on their websites and in printed literature. There is a dedicated page for Arriva on the current [www.visitkent.co.uk](http://www.visitkent.co.uk) website, while in normal times, two-for-one offers at attractions have often been available for people arriving by public transport.

For the largest events, Park & Ride services are usually arranged, but are not otherwise viable on a day-to-day basis.

#### 4.4.1.5 Invest in decarbonisation

Air quality in the area is not so poor that immediate action is required, according to the annual report 2020 [www.medway.gov.uk/airquality](http://www.medway.gov.uk/airquality), however we would expect the oldest buses with poor emission standards to be replaced as soon as possible. This is likely to be most quickly achieved with the import of mid-life buses from other areas, with some funding needed to bring these up to Euro VI emission standards.

This would be a first step towards a zero-emission network, pending an assessment of the suitability of existing depot premises for recharging of electric buses or other technology. Operators would also need to be certain that the hilly topography of the Medway Towns does not impair the range of a battery bus so much, that it is unable to complete a normal cycle of daily work. It is expected that

technology will overcome this in due course, but many vehicles currently available cannot yet meet this requirement.

#### 4.4.1.6 Improve driver facilities

Local operators have mentioned during regular bus operator meetings the problems of retaining drivers. Part of this is the facilities for drivers out on route. We will look to improve driver facilities at Chatham Waterfront Bus Station, and look to have driver toilets at key locations on the network.

#### 4.4.2 *Improvements to passenger engagement*

##### 4.4.2.1 Passenger charter

The council and operators will work to devise a passenger charter for incorporation into the Enhanced Partnership. In the absence of a local passenger group, passenger representation will probably be via Transport Focus.

It is expected that the Medway charter will be consistent with that offered in Kent, and indeed the wider south-east. We have attended sessions offered by Transport Focus on the subject, and await further regional developments, to avoid duplication of effort.

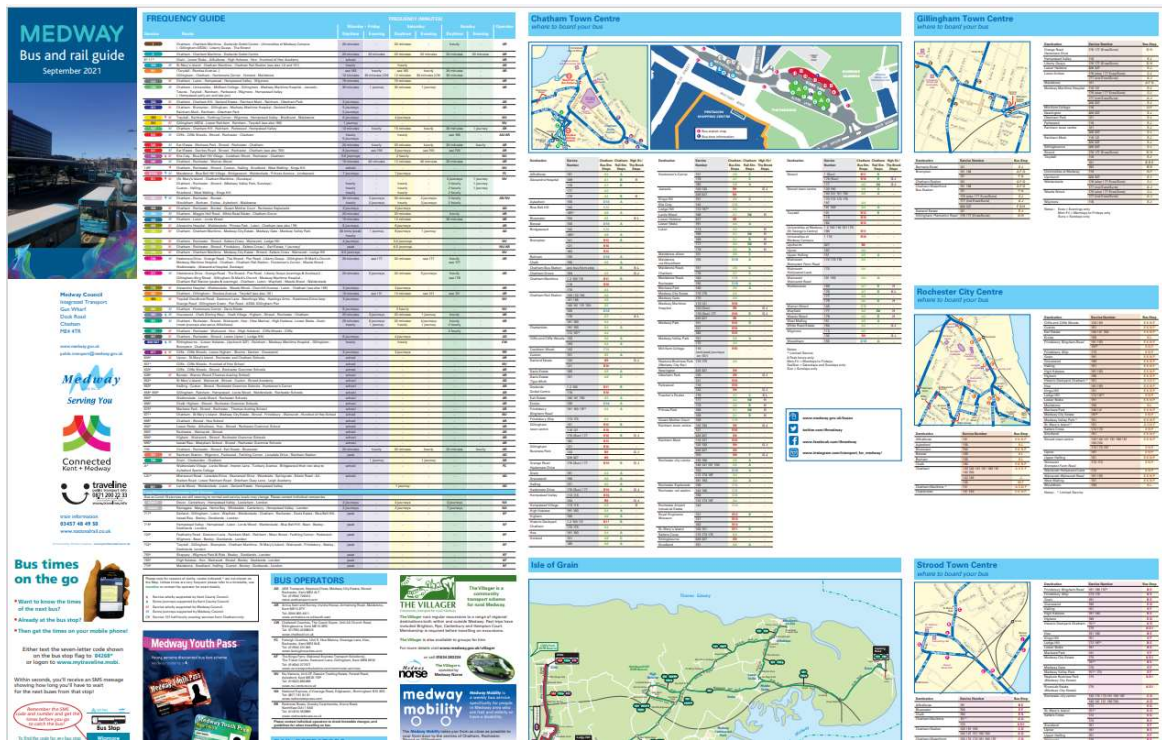
##### 4.4.2.2 Strengthen network identity

All routes have always used a unified number series, and we have no examples of duplicated route numbers. Where contracted journeys follow the same route as the commercial service which they supplement, the route number remains the same irrespective of operator.

All bus stops already bear the Medway Council logo and recognising our partnership with Arriva (which provides roadside infrastructure services) also Arriva's logo if they serve that stop.

We may consider asking operators to display an exterior sign or notice indicating the acceptance of Medway all-operator tickets. A balance has to be struck to recognise that buses may have other uses beyond providing Medway (or cross-boundary) local bus routes, such as rail replacement services or private contracts.

Medway Council generally produces an area wide bus map on an annual basis, and will continue to do so, budget permitting. A 2021 edition was made available this autumn. All routes are presented as part of the network.



Medway Bus and Rail Guide extract (Source: [www.medway.gov.uk](http://www.medway.gov.uk))

#### 4.4.2.3 Improve bus information

Medway Council remains committed to maintaining roadside paper displays for the benefit of passengers. We work in partnership with Arriva, providing cases for that company to use. Displays for contracted and part-commercial services of other operators are produced by Medway Council, to a consistent standard, similar to, but distinct from those of Arriva. This helps to highlight where the council is spending money.



Paper timetable displays for Medway Council funded routes



We will continually assess the need for paper displays with operators, as technology improves, but it is recognised that on street timetables are still recognised as one of the most important sources of information for passengers.

Should Arriva look to cease providing roadside information, we would consider following the principles established by the Hertfordshire Intalink partnership, to create a publicity fund, with contributions from operators. This could include revisions to the medway.gov.uk website, which by taking advantage of Bus Open Data, could present timetable information of all operators in a consistent format. Alternatively, this could be on a wider basis working with Kent County Council.

There are also approximately 70 roadside display screens, including some located at other points of high footfall, including the Pentagon shopping centre at Chatham, Medway Maritime Hospital, the council's main office in Chatham, the visitor information centre at Rochester and at some railway stations. These are approaching the end of their life and will need replacement in the near future. We will re-assess whether current locations are still appropriate, and if granted sufficient funding, expand provision to other stops.

As an alternative, Medway Council bus stop departure lists include a QR code linked to the nextbuses.mobi address for that stop, so any passenger with a smartphone can receive real time information for all operators via mobile. The QR code for westbound buses from Rochester railway station is reproduced below.



Sample QR code for bus departure information within Medway

## **4.5 Co-ordination with other public sector transport provision**

- 4.5.1 The default position for school transport in Medway is to be catered for by public bus services. Most dedicated transport is therefore for special needs pupils who cannot use local bus services, and for which it is unlikely to be appropriate to be shared with a wider public.
- 4.5.2 In respect of hospital patient transport services, this is unlikely to add to journey opportunities within the urban area. There may be some scope in the rural fringes on the Isle of Grain and in the Medway Valley, although this needs to be carefully balanced about not reducing demand on conventional bus services such that they would no longer be viable.
- 4.5.3 Further, given that the specialist nature of vehicles used for patient transport

services is closer to the specification of vehicles needed for special needs school transport, we think there would be greater financial benefit in co-ordinating these activities rather than local bus services. However, colleagues with extensive experience note that the health service has generally been inflexible in modifying its requirements to allow meaningful co-ordination with other activities. This position has been confirmed by the DfT's December 2017 "Total Transport: feasibility report & pilot review" which found one of the principal barriers was that "In many areas, it was difficult to engage with the health sector".

## **SECTION 5 - REPORTING**

### **5.1 Reporting of Targets**

- 5.1.1 Progress against targets will be discussed at our quarterly bus operators' meetings. They will also be reported to the appropriate cabinet member/committee.
- 5.1.2 Formal publication will take place at six-monthly intervals and will be available at [www.medway.gov.uk/bsip](http://www.medway.gov.uk/bsip).



## SECTION 6 - BSIP OVERVIEW TABLE TEMPLATE

<b>Name of authority or authorities:</b>	<b>Medway Council</b>
Franchising or Enhanced Partnership (or both):	Enhanced Partnership
Date of publication:	October 2021
Date of next annual update:	By October 2022
URL of published report:	<a href="http://www.medway.gov.uk/bsip">www.medway.gov.uk/bsip</a>

<b>Targets</b>	<b>2018/19</b>	<b>2019/20</b>	<b>Target for 2024/25</b>	<b>Description of how each will be measured (max 50 words)</b>
<b>Journey time</b>	n/a	n/a	80%	ABOD data or operator-supplied alternative
<b>Reliability</b>	n/a	n/a	98%	ABOD data or operator-supplied alternative
<b>Passenger numbers</b>	8,060,018	8,022,306	8,000,000 Pre covid figure	Operator-supplied data. Shoppers' survey in Chatham.
<b>Average passenger satisfaction</b>	57%	58%	65%	NHT survey data.

## **Make Improvements to Bus Services and Planning:**

### **1. More Frequent and reliable services:**

<b><u>Delivery - Does your BSIP detail policies to:</u></b>	<b><u>Yes/No</u></b>	<b><u>Explanation (max 50 words)</u></b>
Review service frequency	Yes	If funding is available, we will increase key routes to operate every 10 minutes during the day and every 30 minutes at other times.
Increase bus priority measures	Yes	To provide traffic light priority, improved and better enforced parking restrictions. To examine the scope for physical priority where appropriate, noting that it will take longer than other methods to come to fruition.
Increase demand responsive services	Yes	To be examined in conjunction with a new rural town on the Hoo Peninsula
Consideration of bus rapid transport networks	Yes	In conjunction with Housing Infrastructure Funded development at Hoo, to create a route into central Chatham.

### **2. Improvements to Planning/Integration with other modes:**

<b><u>Delivery - Does your BSIP detail policies to:</u></b>	<b><u>Yes/No</u></b>	<b><u>Explanation (max 50 words)</u></b>
Integrate services with other transport modes	Yes	We will ensure PlusBus tickets can continue to be used on subsidised services and explore whether shorter connection times can be established in the evenings.
Simplify services	Yes	Although the key route network is already the basis of simplified services, the Gillingham and Rainham area requires review following recent developments.
Review socially necessary services	Yes	Both commercial and socially necessary routes will be reviewed as post-Covid levels of demand stabilise. We expect some currently commercial routes will cease to be so.
Invest in Superbus networks	Yes	Our proposals meet the Superbus criteria in the national bus strategy: "provides higher frequency, lower fare services"

### **3. Improvements to Fares and Ticketing:**

<b><u>Delivery - Does your BSIP detail policies to:</u></b>	<b><u>Yes/No</u></b>	<b><u>Explanation (max 50 words)</u></b>
Lower fares	Yes	If funding is made available, we would seek to reduce maximum fares, initially with an all-operator ticket at single operator prices.
Simplify fares	Yes	A majority of operators have indicated their acceptance of a zonal fare structure, to replace individual fare stages, subject to funding.
Integrate ticketing between operators and	Yes	We hope to get agreement to introduce a localised version of the South-East Discovery ticket, ahead

transport		of any technological developments to allow inter-modal inter-operator ticketing. This could be in versions both for Medway, and for Medway plus Kent.
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#### 4. Improvements to Bus Passenger Experience:

##### i. High Spec Buses:

<b><u>Delivery - Does your BSIP detail policies to:</u></b>	<b><u>Yes/No</u></b>	<b><u>Explanation (max 50 words)</u></b>
Invest in improved bus specifications	Yes	Add audio-visual next stop announcements to buses, in line with available funding.
Invest in accessible and inclusive bus services	Yes	The proposals in this plan to develop and maintain bus services and infrastructure will offer good access to public transport for all members of the community e.g., improvements to bus stops so that buses can stop close and parallel to the kerb maximise easy access for all passengers, and improvements to passenger infrastructure at Chatham Waterfront Bus Station.
Protect personal safety of bus passengers	Yes	Improve CCTV coverage at Chatham bus station
Improve buses for tourists		Most of Medway's tourist attractions can be reached easily on the key route network. We will work with tourism colleagues to improve awareness of public transport options.
Invest in decarbonisation	Yes	A progressive approach to replacing older buses and concentrating the least polluting technology on routes with long sections in Air Quality Management Areas.
Improve Driver Facilities	Yes	Improve driver facilities including toilets

##### ii. Improvements to Passenger Engagement:

<b><u>Delivery - Does your BSIP detail policies to:</u></b>	<b><u>Yes/No</u></b>	<b><u>Explanation (max 50 words)</u></b>
Passenger charter	Yes	To be developed more fully for incorporation into the Enhanced Partnership.
Strengthen network identity	Yes	To be considered when inter-operator ticketing is more widely available
Improve bus information	Yes	Format to be determined after public consultation

## APPENDICES

### Appendix 1 - Indices of Multiple Deprivation 2019

The Indices of Deprivation are an important tool for identifying the most deprived areas in England. Local policy makers and communities can also use this tool to ensure that their activities prioritise the areas with greatest need for services.

They provide a set of relative measures of deprivation for small areas (Lower-layer Super Output Areas) across England, based on seven different domains of deprivation:

- Income Deprivation
- Employment Deprivation
- Education, Skills and Training Deprivation
- Health Deprivation and Disability
- Crime
- Barriers to Housing and Services
- Living Environment Deprivation

Each of these domains is based on a set of indicators. Each indicator is based on data from the most recent time point available on a consistent basis across neighbourhoods in England.

The table below shows the percentage of households in each decile, from 1 (the least well off) to 10 (the most well off).

Index of Multiple Deprivation (IMD) Decile	% in each decile		Cumulative	
	Medway	Kent	Medway	Kent
1	8.59%	5.65%	8.59%	5.65%
2	14.11%	8.98%	22.70%	14.63%
3	16.56%	7.54%	39.26%	22.17%
4	11.66%	10.20%	50.92%	32.37%
5	9.20%	13.53%	60.12%	45.90%
6	6.75%	12.08%	66.87%	57.98%
7	9.20%	12.97%	76.07%	70.95%
8	11.04%	10.20%	87.12%	81.15%
9	10.43%	9.09%	97.55%	90.24%
10	2.45%	9.76%	100.00%	100.00%

Source: <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

## Appendix 2 – List of bus routes serving Medway

Service No Timetable	Route Details	Service Frequency:			Commercial/ Supported
		Mon- Sat Daytime	Mon - Sat Evening	Sunday	
<a href="#">1</a> Arriva	Chatham Rail and Bus Stations – Universities at Medway – Dockside Outlet Centre – (Medway UTC and ASDA – University Campus) – The Strand	20 mins	-	Hourly	Commercial
<a href="#">2</a> Arriva	Chatham Rail and Bus Stations – Dockside Outlet Shopping Centre	20 mins	20 mins	20 mins	Commercial
<a href="#">100</a> Arriva	Chatham Rail Station - Chatham - Chatham Maritime/ Historic Dockyard/ Universities – Dockside – St Mary's Island	Hourly	-	-	Commercial/ Supported (Sats)
<a href="#">101</a> Arriva	Gillingham – Historic Dockyard - Gun Wharf- Chatham - Chatham Rail Station - Huntsman's Corner – Davis Estate - Bridgewood - Springfield – Maidstone	12 mins	1 hourly (30 mins Chat- Maid)	30 mins	Commercial
<a href="#">113</a> Arriva	Chatham- Luton- Waggon at Hale- Hempstead Post Office- Hempstead Valley Shopping Centre- Wigmore	70 mins	-	-	Supported
<a href="#">116</a> Arriva	Chatham- Universities- Mid Kent College- Gillingham- Medway Maritime Hospital- Jezreels - Tescos Rainham Mark- Twydall- Rainham- Parkwood- Wigmore- Hempstead Valley (- Hempstead Post Office early am and pm only)	30 mins	1 journey	-	Commercial/ Supported (early eve)
<a href="#">120/ 121</a> Arriva	Chatham - Otterham Quay Lane (Rainham) - Darland - Chatham via Chatham Hill (120 - Otterham Park- Darland- Chatham via Chatham Hill)	6 journeys Mon-Fri	-	-	Supported
<a href="#">130</a> Nu- Venture	Twydall Shops - Rainham - Farthing Corner - Parkwood - Wigmore – Hempstead Valley - Bredhurst - Boxley – Maidstone	8 jrnys M- F; 5 jrnys Sat	-	-	Supported
<a href="#">131</a> Nu- Venture	Gillingham ASDA - Lower Rainham - Berengrave Lane - Childscroft Road - Rainham – Twydall	2 jrnys Mon – Fri	-	-	Supported
<a href="#">132</a> Arriva	(Chatham Rail Station) - Chatham - Jezreels - Rainham Mark - Rainham - Parkwood – Hempstead Valley	12 mins (M-F)  15 mins Sat	Hourly	30 mins	Commercial/ supported (eves)

<b><a href="#">133</a> (193 Suns) Arriva</b>	Chatham - Chatham Rail Station – Rochester - Strood - Cliffe Woods – Cliffe	Hourly	-	2 Hourly	Commercial/Supported (Sun)
<b><a href="#">140</a> Arriva</b>	Earl- Estate- Marlowe Park - Strood - Rochester - Chatham Rail Station – Chatham	20 mins	Hourly	30 mins	Commercial/ supported (Eve)
<b><a href="#">141</a> Arriva</b>	Earl Estate - Darnley Road - Strood - Rochester - Chatham Rail Station – Chatham	8 jrnys	See 700	8 jrnys	Commercial
<b><a href="#">142</a> Nu-Venture</b>	Kit's Coty - Blue Bell Hill Village – Cookham Wood - Rochester - Chatham	Hourly (M-F), 2 hourly Sat	-	-	Supported
<b><a href="#">145</a></b>	Chatham - Rochester – Warren Wood	10 mins (M-F), 12 mins (Sat)	40 minutes	20 minutes	Commercial/Supported (Eve)
<b><a href="#">151</a> (149,549 school journeys) Nu-Venture</b>	(St Mary's Island-Chatham Maritime, Universities - Sundays) – Chatham - Chatham Rail Station – Rochester – Strood - (Medway Valley Park (Sun))-Cuxton - Halling -(Upper Halling) Snodland – West Malling - Kings Hill	Hourly	-	2 hourly	Supported
<b><a href="#">155</a> Arriva daytime (Nu-Venture Evenings)</b>	Chatham – Chatham Rail Station - Rochester - Borstal – Wouldham – Burham – Eccles - Aylesford – Maidstone	30 mins to Borstal; Hourly to Maidstone	2 jrnys	2 hourly	Commercial/Supported (Eve)
<b><a href="#">156</a> ASD Coaches</b>	Chatham- Rochester- Queen Mother Court- Borstal- Rochester- Chatham (Monday to Saturday)	3 journeys	-	-	Supported
<b><a href="#">164</a> Arriva</b>	Chatham - Magpie Hall Road - White Road Estate	20 mins	50 mins	Hourly	Commercial/Supported (Eve/Sun)
<b><a href="#">166</a> Arriva</b>	(Chatham Rail Station) - Chatham - Luton – Princes Avenue - Lords Wood - Gleaming Wood Drive	10 mins (M-F), 12 mins (Sat)	Hourly	30 mins	Commercial/Supported (Eve)
<b><a href="#">169</a> Arriva</b>	Chatham - Luton - Heron Way- Princes Park - Walderslade - Alexandra Hospital	8 Jrnys	-	-	Supported
<b><a href="#">170</a> ASD Coaches</b>	Medway Valley Park - Medway Gate - Strood - Medway City Estate (Riverside Business Estate/Neptune Estate) – Chatham	Hourly, 30 mins peaks	-	-	Supported

<a href="#">172</a> <b>Nu-Venture</b>	Chatham Bus Station - Rochester - Strood - Salters Cross - Rede Court Road - Brompton Farm Road- Hollywood Lane- Liberty Park	Peak, 4 jrnys (Sat)	-	-	Supported
<a href="#">173</a> <b>Nu-Venture</b>	Chatham - Chatham Rail Station - Rochester - Strood - Frindsbury - Cooling Road- Wainscott- Lodge Hill Lane	1-2 jrnys	-	-	Supported
<a href="#">175</a> <b>Nu-Venture</b>	Chatham- Chatham Maritime- Medway City Estate- Strood Rail Station- Strood- Frindsbury- Hollywood Lane- Liberty Park- Lodge Hill	3 jrnys	-	-	Supported
<a href="#">176</a> <b>Arriva</b>	(Walderslade Alexandra Hospital) - Walderslade – Weeds Wood- Weeds Wood Road – Huntsmans Corner – Chatham Railway Station – Chatham (- Medway Maritime Hospital – Gillingham St Mark's Church - Liberty Quays- Pier Road – Grange Road- Hazlemere Drive)	20 mins	See 177	Hourly	Commercial/ Supported (Eve/Sun)
<a href="#">177</a> <b>Arriva</b>	(Walderslade Alexandra Hospital) - Walderslade – Weeds Wood – Wayfield- Luton – Chatham Railway Station) – Chatham - Medway Maritime Hospital – Gillingham St Mark's Church (-Liberty Quays- Pier Road – Grange Road- Hazlemere Drive)	20 mins	Hourly	Hourly	Commercial/ Supported (Eve/Sun)
<a href="#">179</a> <b>Arriva</b>	Chatham - Luton - Street End Road - Churchill Avenue - Weeds Wood - Walderslade - Walderslade Alexandra Hospital	3 jrnys	-	-	Supported
<a href="#">182</a> <b>Arriva</b>	Chatham - Chatham Historic Dockyard - Brompton- Gillingham – Twydall	10 mins (M-F), 12 mins (Sat)	See 101	See 101	Commercial
<a href="#">183</a> <b>Nu-Venture</b>	Twydall- Beechings Way- Hastings Arms- Hazlemere Drive- Grange Road- Gillingham Green- Church Street- The Strand- Pier Road- Gillingham Pier ASDA	3 jrnys (M-F)	-	-	Supported
<a href="#">185</a> <b>Nu-Venture</b>	Chatham - Chatham Rail Station – Ordnance Street - Pattens Lane - Davis Estate - (Bluebell Hill Village)	Hourly	-	-	Supported
<a href="#">190</a> <b>Arriva</b>	Gravesend – Strood – Rochester – Chatham Rail Station – Chatham	20 mins	-	30 mins	Commerical/ Supported (early am/late pm)
<a href="#">191</a> <b>Arriva (193 Sundays)</b>	Chatham - Chatham Rail Station - Rochester - Strood - Frindsbury- Wainscott - Chattenden - Hoo (- Hoo Marina)- High Halstow- Allhallows- Lower Stoke – Grain	20 mins to Hoo; Hourly to Grain	-	2 hourly	Commercial/ Supported (Eve/Sun and de minimis daytime)

<a href="#"><u>197</u></a> <b>ASD</b>	Chatham - Chatham Rail Station - Rochester - Strood - Lower Upnor - Lodge Hill	6 jrnys (m-F); 4 Jrnys (Sat)	-	-	Supported
<a href="#"><u>326/ 327</u></a> <b>Chalkwell</b>	Chatham- Brompton- Gillingham- Medway Maritime Hospital - Rainham - Newington - Sittingbourne (327 runs via Station Road, Upchurch, and Lower Halstow)	Hourly	-	-	Commerical/ Supported (early am/late pm and Sats)
<a href="#"><u>417</u></a> <b>Redroute Buses</b>	Cliffe - Cliffe Woods – Higham – Gravesend	3 jrnys	-	-	Supported
<a href="#"><u>700</u></a> <b>Arriva</b>	Chatham – Rochester - Strood - Darnley Road- Earl Estate – Bluewater	20 mins	Hourly	20 mins	Commercial
<a href="#"><u>783</u></a> <b>ASD</b>	Wigmore - Parkwood - Farthing Corner - Rainham Rail Station	Commuter peaks am + pm	-	-	Supported
<a href="#"><u>B150</u></a> <a href="#"><u>Farleigh Coaches</u></a>	Princes Avenue - Lordswood - Walderslade – Bridgewood - Blue Bell Hill Village – Maidstone	4 jrnys	-	-	Commercial/ Supported (off-peak)
<a href="#"><u>M1</u></a> <b>ASD</b>	Lords Wood - Walderslade - Wayfield - Luton - Darland - Rainham Mark - Edwin Road - Wigmore - Hempstead Valley (Wheelchair accessible)  Saturdays only	Saturdays only	-	-	Supported



## Dedicated School Bus Services

Service number	Route	Operator
<a href="#">A</a>	Walderslade Village - Lords Wood - Impton Lane – Tunbury Avenue – Blue Bell Hill Village – Ringlestone - Aylesford Sports College	<a href="#">Farleigh Coaches</a>
<a href="#">LA1</a>	Rainham- Lonsdale Drive- Deanwood Drive- Woodside- Durham Road- Edwin Road- A2 London Road- Station Road- Lower Rainham Road- Leigh Academy	<a href="#">ASD Coaches</a>
<a href="#">01</a>	Hoo- Chattenden- Wainscott- Frindsbury- Strood- Rochester- Borstal- Burham- Eccles- Aylesford- Malling School- Holmesdale School	<a href="#">Farleigh Coaches</a>
<a href="#">600</a>	Upnor - St. Mary's Island - Rochester - Rochester Schools - Chatham	<a href="#">Arriva</a>
<a href="#">633</a>	Cliffe - Cliffe Woods - Strood Academy - Strood - Rochester - Rochester Grammar Schools	Arriva
<a href="#">638</a>	Borstal - Warren Wood (Thomas Aveling School)	Arriva
<a href="#">652</a>	St. Mary's Island - Wainscott - Strood - Cuxton - Strood Academy	ASD Arriva
<a href="#">653</a>	Halling - Upper Halling - Cuxton - Bridgewood - Rochester Grammar Schools - Thomas Aveling School - Huntsman's Corner (South Chatham schools)	Arriva
<a href="#">658</a>	Lordswood - Princes Avenue - Poachers Pocket - Huntsman's Corner schools - MidKent College - Thomas Aveling School - Rochester grammar schools	Arriva
<a href="#">659</a>	Gillingham- Rainham- Wigmore - Parkwood - Hempstead Valley - Hempstead - Luton - Princes Avenue - Walderslade - Rochester Grammar Schools (does not serve Walderslade pm)	Arriva
<a href="#">660</a>	Walderslade - Fostington Wood - Lordswood - Walderslade – MidKent College - Thomas Aveling School - Rochester Grammar Schools	Arriva
<a href="#">668</a>	Chalk - Shorne - Higham - Salters Cross – Strood - Rochester - Rochester Grammar Schools	Arriva
<a href="#">670</a>	Darnley Road - Marlowe Park - Earl Estate - Salters Cross - Strood - Rochester - Thomas Aveling School	Arriva
<a href="#">689</a>	Chatham - Chatham Rail Station - Rochester - Strood - Earl Estate - Salters Cross - Frindsbury - Wainscott - Chattenden - Hundred of Hoo School (pm - returns only as far as Strood)	Arriva
<a href="#">692</a>	Lower Stoke - Allhallows - High Halstow - Hoo - Chattenden - Wainscott - Strood - Rochester - Rochester Grammar Schools	Arriva
<a href="#">693</a>	Salter's Cross- Wainscott- Strood- Rochester Grammar Schools	Arriva
<a href="#">694</a>	Higham- Wainscott- Frindsbury- Strood- Rochester Grammar Schools	Arriva
<a href="#">695</a>	Istead Rise- Meopham School- Strood- Rochester Grammar Schools	Arriva
	The following services are for the Hundred of Hoo School only:	
<a href="#">601</a>	Cliffe - Cliffe Woods - Wainscott - Lodge Hill - Chattenden - Hundred of Hoo School	Nu-Venture
<a href="#">6</a>	Grain - Lower Stoke - Hundred of Hoo School	Arriva

<a href="#">7</a>	Grain - Hundred of Hoo School	Arriva
<a href="#">9</a>	Allhallows - Fenn - Hundred of Hoo School	Arriva
<a href="#">10</a>	High Halstow - Hundred of Hoo School	Arriva
<a href="#">671</a>	St Mary's Island - Hundred of Hoo Academy - Chatham Maritime and Medway Tunnel (pm Frindsbury and Wainscott only)	Nu-Venture

## MY School Bus services

A network of pre booked school routes

<b>Service number</b>	<b>Route</b>	<b>Operator</b>
<a href="#">MY1</a>	Lordswood - Holcombe Grammar School - Greenacre - Walderslade - Victory Academy	Medway Council/ASD
<a href="#">MY2</a>	Gillingham - Twydall - Rainham Mark Grammar School.	Medway Council/ASD
<a href="#">MY3</a>	Gillingham - Twydall - Rainham School for Girls/The Howard School	Medway Council/ASD
<a href="#">MY4</a>	Wigmore - Rainham Mark Grammar School	Medway Council/ASD
<a href="#">MY5</a>	Parkwood - Rainham Mark Grammar School	Medway Council/ASD
<a href="#">MY6</a>	Wigmore - Chatham Grammar School for Girls	Medway Council/ASD
<a href="#">MY7</a>	Hempstead - Hempstead Valley - Wigmore - Rainham Mark Grammar School - Twydall - Chatham Grammar School for Girls	Medway Council/ASD
<a href="#">MY8</a>	Isle of Grain to Strood Academy	Medway Council/ASD
<a href="#">MY9</a>	Isle of Grain to Holcombe Grammar School	Medway Council/ASD

## Appendix 3- Typical Bus Fares and comparisons to rail

Comparison of bus and rail fares													
Cheapest fare in each category is shown in bold	Age range	Type	Journey	Distance (km)									
				Rainham – Gillingham	Rainham – Chatham	Rainham – Rochester	Rainham – Strood	Gillingham – Chatham	Gillingham – Rochester	Chatham – Strood	Chatham – Rochester	Rochester – Strood	
		Mode	5.8	6.7	8.8	9.8	2.3	4.3	5.3	2.1	3.1	1.2	
Adult	Single	Bus	<b>£3.80</b>	<b>£3.80</b>	£5.60	£5.60	<b>£2.90</b>	£5.10	£5.60	<b>£2.20</b>	<b>£2.90</b>	<b>£1.50</b>	
Adult	Single	Rail Peak	£4.20	£4.20	<b>£4.50</b>	<b>£5.00</b>	£3.10	<b>£3.20</b>	<b>£3.50</b>	£3.10	£3.20	£3.10	
Adult	Single	Rail Off Peak	£4.20	£4.20	£4.50	£5.00	£3.10	£3.20	£3.50	£3.10	£3.20	£3.10	
Adult	Return	Bus	£5.60	£5.60	£5.60	£5.60	£4.60	£5.60	£5.60	£3.60	£4.60	<b>£2.50</b>	
Adult	Return	Rail Peak	<b>£4.50</b>	<b>£4.70</b>	<b>£5.10</b>	<b>£5.50</b>	<b>£3.70</b>	<b>£4.40</b>	<b>£4.50</b>	<b>£3.50</b>	<b>£3.90</b>	£3.50	
Adult	Return	Rail Off Peak	£4.40	£4.40	£4.70	£5.30	£3.60	£3.80	£3.80	£3.50	£3.80	£3.30	
Adult	One Day	Bus	£5.60	£5.60	£5.60	£5.60	£5.60	£5.60	£5.60	£5.60	£5.60	£5.60	
Adult	Weekly	Bus	£22.00	£22.00	£22.00	£22.00	£22.00	£22.00	£22.00	£22.00	£22.00	£22.00	
Adult	Weekly	Rail	<b>£16.30</b>	<b>£19.30</b>	<b>£19.90</b>	<b>£21.50</b>	<b>£14.10</b>	<b>£15.60</b>	<b>£17.90</b>	<b>£13.20</b>	<b>£14.10</b>	<b>£13.20</b>	
Child	Single	Bus	<b>£1.90</b>	<b>£1.90</b>	£3.00	£3.40	<b>£1.50</b>	£2.60	£3.00	<b>£1.10</b>	<b>£1.50</b>	<b>£0.80</b>	
Child	Single	Rail Peak	£2.10	£2.10	<b>£2.25</b>	<b>£2.50</b>	£1.55	<b>£1.60</b>	<b>£1.75</b>	£1.55	£1.60	£1.55	
Child	Single	Rail Off Peak	£2.10	£2.10	£2.25	£2.50	£1.55	£1.60	£1.75	£1.55	£1.60	£1.55	
<i>Note: Holders of a Medway Youth Pass receive a 50% reduction on bus fares</i>													
Child	Return	Bus	£3.00	£3.00	£4.80	£5.30	£2.30	£4.10	£4.60	£1.80	£2.30	<b>£1.30</b>	
Child	Return	Rail Peak	<b>£2.25</b>	<b>£2.35</b>	<b>£2.55</b>	<b>£2.75</b>	<b>£1.85</b>	<b>£2.20</b>	<b>£2.25</b>	<b>£1.75</b>	<b>£1.95</b>	£1.75	
Child	Return	Rail Off Peak	£2.20	£2.20	£2.35	£2.65	£1.80	£1.90	£1.90	£1.75	£1.90	£1.65	
<i>Note: Holders of a Medway Youth Pass receive a 50% reduction on bus fares</i>													
Child	One Day	Bus	Not available										
Child	Weekly	Rail	£8.15	£9.65	£9.95	£10.75	£7.05	£7.80	£8.95	£6.60	£7.05	£6.60	
Child	Weekly	Bus	£14.50										
Family	One Day	Bus	<b>£11.00</b>	<b>£11.00</b>	<b>£11.00</b>	<b>£11.00</b>	<b>£11.00</b>	<b>£11.00</b>	<b>£11.00</b>	<b>£11.00</b>	<b>£11.00</b>	<b>£11.00</b>	
<b>Students</b>													
Arriva bus fares – discounts offered only to students at Universities of Medway													
Nu-Venture bus fares – discounted Venturer ticket available to under 24s, but only as two-term or annual versions													
Rail fares – minimum fare of £12 applies at peak times except in July and August													
Student	Railcard	Single	Rail Off Peak	£2.75	£2.75	£2.95	£3.30	£2.00	£2.30	£2.30	£2.00	£2.10	£2.00
Student	Railcard	Return	Rail Off Peak	£2.90	£2.90	£3.10	£3.45	£2.35	£2.50	£2.50	£2.30	£2.50	£2.15

## Appendix 4 – Car Park Locations

Rochester	Almon Place Car Park (79401)	22	Short stay	
	Arden Street (79419)		On street	
Gillingham	Balmoral Gardens Car Park (79461)	126	Short stay	<5 hrs
	Bardell Terrace (79417)		On street	
Rochester	Berkeley House Car Park (79405)	12	Long stay	
Rainham	Birling Avenue Car Park (79465)	29	Long stay	
Rochester	Blue Boar Lane Car Park (79450)	123	Short stay	<5
Rochester	Boley Hill Car Park (79402)	22	Short stay	<5
	Britton Farm Top Car Park (79460)	27	Short stay	<4
	Britton Farm Underground Car Park (79459)			
Gillingham	Britton Street (79427)	176	Long stay	
	Brompton Road (79428)		On street	
Rainham	Cathedral Garage Car Park (79400)	78	Short stay	<5
Chatham	Church Street Car Park (79442)	18	Long stay	
Strood	Commercial Road Car Park (79409)	101	Long stay	
Rochester	Corporation Street Car Park (79451)	162	Short stay	<5
Rainham	Cricketers Car Park (79468)	92	Short stay	<4
Gillingham	Croneen's Car Park (79469)	190	Long stay	
Rochester	Easons Yard Long Stay Car Park (79472)	23	Long stay	
Rochester	Easons Yard Short Stay Car Park (79471)	22	Short stay	<5
	Fort Pitt Hill (79457)		On street	
	Gardiner Street (79422)		On street	
Rochester	Gas House Road Car Park (79412)	52	Long stay	
	Gillingham High Street (79432)		On street	
	Green Street (79430)		On street	
Strood	Grove Road Car Park (79473)	97	Long stay	
Chatham	Gun Wharf Car Park (79477)	209	Weekends only – long stay	
Chatham	High Street (79479)	20	Short stay	<4
Rochester	High Street Car Park 1 (79403)	20	Long stay	
Rochester	High Street Car Park 2 (79404)	22	Long stay	
Gillingham	James Street (79421)	45	Long stay	
Chatham	James Street Car Park (79444)	47	Long stay	
Gillingham	Jeffery Street (79425)	34	Long stay	
Gillingham	Jeffery Street Car Park (79463)	46	Short stay	<2
	King Street (79423)		On street	
Rochester	King Street Car Park (79406)	42	Long stay	
Gillingham	Littlewoods Car Park (79462)	39	Short stay	<2
	Lock Street (79426)		On street	
Rainham	Longley Road Car Park (79467)	193	Short stay	<4 hrs
Rochester	Lower High Street Long Stay (79415)	43	Long stay	
Chatham	Lower High Street Short Stay (79414)		On street	
Chatham	Market Hall Car Park (79475)	203	Short stay	<5
Gillingham	Medway Park (Black Lion) Car Park (79476)			
	Medway Street (79458)		On street	
Chatham	Nelson Terrace Car Park (79448)	24	Long stay	
	New Road Chatham (79413)		On street	
	New Road Rochester (79449)		On street	
Chatham	Old Road Car Park (79441)	83	Long stay	
Chatham	Queen Street Car Park (79437)	50	Long stay	
Gillingham	Railside Car Park (79470)	77	Long stay	
	Railway Street (79424)		On street	
Rainham	Rainham High Street Car Park (79466)	29	Long stay	
Chatham	Rhode Street Car Park (79443)	132	Long stay	
Chatham	Riverside Car Park (79434)	140	Short stay	<5 hrs
Rochester	Rochester Riverside MSCP Car Park (59)	302	Long stay	serves station
	Rope Walk (79456)		On street	
	Saxton Street (79429)		On street	
	Skinner Street (79420)		On street	
Chatham	Slicketts Hill Car Park (79438)	50	Long stay	
Chatham	St John's Car Park (79447)	139		
	Station Road (79418)		On street	
Rainham	Station Road Car Park (79464)	284	Long stay	
Strood	Temple Street Car Park (79410)	74	Long stay	
	The Esplanade (79416)		On street	
Chatham	The Paddock Car Park (79445)	52	Short stay	<5
Gillingham	The Strand Approach Road Parking Area	26	Long stay	
Gillingham	The Strand Car Park 1 (79481)	54	Long stay	
Gillingham	The Strand Car Park 2 (79482)	44		
Gillingham	The Strand Car Park 3 (79483)	40		
Gillingham	The Strand Car Park 4 (79484)	71		
Chatham	Town Hall Car Park (79435)	49	Long stay	
Chatham	Union Place Car Park (79439)	49	Long stay	
Rainham	Union Street Car Park (79407)	26	Long stay	
Chatham	Upper Mount Car Park (79440)	105	Long stay	
	York Avenue (79433)		On street	

Source: [https://www.medway.gov.uk/directory/8/find\\_a\\_car\\_park](https://www.medway.gov.uk/directory/8/find_a_car_park)

## Appendix 5 – Draft BSIP consultation

A public consultation was undertaken between 13 August – 13 September. This was publicised via social media, bus stop Real Time info screens, and at [www.medway.gov.uk/bsip](http://www.medway.gov.uk/bsip)

The following people/ organisations were contacted and advised of Medway's BSIP

- Medway's three constituency Members of Parliament
  - Rehman Chishti MP
  - Kelly Tolhurst MP
  - Tracey Crouch MP
- All Medway's 55 local councillors
- Medway's Parish Councils
- Transport Focus
- Age UK Medway
- Alzheimer's Society
- Bus Users UK
- Centre for Independent Living Kent
- Chatham Historic Dockyard
- Chatham Maritime Trust
- Confederation of Passenger Transport
- Connexions Kent and Medway
- Dockside Outlet Centre shopping centre
- Early Years, Medway Council
- Gillingham Business Park
- Hempstead Valley shopping centre
- KAB- Kent Association for the Blind
- Kent & Medway CCG
- Kent & Medway Economic Board
- Kent & Medway Voice
- Local Access Forum
- Local business via town centre managers.
- Medway Afro Caribbean Association
- Medway Deaf Club
- Medway Ethnic Minority Forum
- Medway Maritime Hospital
- Medway Parents & Carers forum
- Medway Primary Care Trust
- Medway Pensioners Forum
- Medway Tourism Association Members
- Medway Youth Parliament
- MHS Homes Group
- Network Rail
- New Road PACT (Partners and Community Together)
- NHS Medway Clinical Commissioning Group
- Pentagon Centre shopping centre
- Royal National Institute for Deaf People - South-East and Anglia
- Rochester Cathedral
- South Eastern Trains

- St Mary's Island Residents Association
- Students Union – Universities at Medway
- Thames Gateway Kent Partnership
- Town Centre Managers

In addition, a meeting with local Department for Work & Pensions, JCP Local Partnership Manager, Becky Waller was set up, and now we have agreed to undertake quarterly meetings

On 8 September a Medway Youth Parliament City Hall event was held where over 100 local young persons, and their parents/carers attended, and an exercise was undertaken ranking priorities and scope for further ideas

This table below details the responses received:

<b>Respondent</b>	<b>Comments/Points raised</b>
Cllr Joanne Howcroft-Scott	<p>For the environment it would be better if we could encourage more people to buses is the key to this I believe: We need to Get more younger people to use the bus by having parity with Kent and setting up a one-off payment scheme for ALL children and young people in education to aged 19.</p> <p>Discount tickets for off peak times will encourage more use of buses.</p> <p>Medway deserves greener transport maybe investment in trams.</p> <p>My constituents want safe and speedy eco-friendly bus journeys.</p> <p>A reliable service and communication when things are going wrong.</p> <p>Accessible bus stops which ease getting on and getting off for our senior citizens, our parents with young children and people with disabilities.</p>
Nina Peak Partnership Manager, Southeastern Trains	<p>We support all methods of transport that reduce car travel and encourage people to use sustainable methods of transport to travel</p> <p>Please can we ask that bus timetables align with train timetables where possible to encourage end to end journey planning. Bus stops and bus shelters are as close to stations as possible with clear real time bus information.</p>
Local resident	<p>Although Medway Council has indicated that it will have an Enhanced Partnership with our local bus companies, I am disappointed that the Council has not taken up the opportunity under new powers, granted by the government, to take control of our local bus services. Heavy vehicle traffic and increasing car use is a significant problem in the Medway Towns and use of public transport needs to be encouraged. However, to persuade people to abandon their cars and take a bus there will have to be significant improvements to the current service.</p> <p>This brings me to my second comment. Buses need to run frequently</p>

	<p>and at times when they are needed. I concede that most daytime services in the area are adequate, but provision in the evening and at the weekend is not. There needs to be a significant improvement in the frequency of buses during these periods if people are to be weaned off car use and on to public transport. As a non-driver I have used buses in the Medway Towns for many years and have been disappointed in the reduction in evening and weekend services over that time. I hope this is something that Medway Council will be pursuing with the bus companies.</p>
Local resident	<p>The following comments relate mainly to Arriva services as I don't use the local services that often but when I have done, there have not been any problems worth mentioning.</p> <ol style="list-style-type: none"> <li>1. Poor route number displays on many buses; some of them are so faint as to be unreadable especially in sunny conditions.</li> <li>2. On-bus route information either non-existent or incorrect, route 101 is probably one of the main culprits.</li> <li>3. Lack of up-to-date timetable information both at bus stops and the bus station; it is also difficult to find any at the bus station to speak to if I have a problem.</li> <li>4. Buses are dirty, both inside and out. Even allowing for the problems relating to Covid-19 I think they could be better presented.</li> <li>5. Many buses running around all day every day with "Not in Service" suggests poor route planning.</li> <li>6. Many drivers are very scruffy, even those that wear uniforms.</li> <li>7. Lack of a bus service information point in Waterfront Bus Station. Why was the existing information point closed?</li> </ol> <p>As a pensioner that no longer drives a car I rely on buses a lot and given the area that I live in I have no choice but to use Arriva buses; whilst I realise that a lot of these issues may not relate directly to the BSIP it does mean that travelling by bus is more of a nuisance than a pleasure.</p>
DWP JCP Partnership Manager	<p>Areas identified where job seekers are having difficulty accessing employment</p> <ul style="list-style-type: none"> <li>• Medway Valley Park</li> <li>• Hoo peninsula/ London Medway Commercial Park</li> <li>• Cliffe/Cliffe Woods</li> </ul>
Medway Youth Parliament City Hall event	<p>70 responses received from young people at event</p> <ul style="list-style-type: none"> <li>• 34%- Lower and simpler fares</li> <li>• 20%- Safer bus stops and bus station</li> <li>• 14% - more buses and on time</li> <li>• 13%- Linking well with trains and other services</li> <li>• 12%- Better buses with screens, USB and low emissions</li> <li>• 6%- Better information</li> </ul> <p>Ideas mentioned as follows:-</p>

- Better info for public and respecting disabled passengers
- More sustainable
- Return fares before 9am
- Better bus shelters with wi-fi
- Free bus routes
- Electric buses
- Free travel for secondary school students
- Thought out bus routes
- Low emission buses
- Green bus shelters
- More services down Churchill Avenue
- School buses for children only not random adults
- Better app
- Direct routes to children’s activities
- More room for pushchairs and disabled

David Beer,  
Senior  
Manager,  
Transport  
Focus

We believe that your priorities (from the measures listed in the summary) should be more frequent and reliable services and improvements to fares and ticketing, which broadly captures our own top four passenger ‘wants’.

As for the full draft BSIP document we have the following feedback.

In overall terms the document is detailed, well presented and easy to read. You provide a lot of contextual/background information to set the scene and outline the constraints within which you will be working (something we have suggested). Much of what is presented regarding bus services is about what is currently in place and in many cases the risks (post-Covid and subject to funding) that they may be reduced, rather than enhanced. The section 4.2 “What does success look like” provides many encouraging ambitions, but it is less clear about how and when these might be delivered (if at all).

We noted that the public consultation on the Local Transport Plan provided a similar list of concerns as identified in our list of ‘what passengers want’.

It will be interesting to see what the Reported targets are set as, given that this information is currently missing for the critical topics of journey time and reliability. Our thoughts on the proposal for measuring journey time on three or four corridors between selected timing points is to be careful that this reflects passenger experiences more widely, so that it has credibility. A minor point on the reference to the Transport Focus passenger satisfaction survey – one key reason for the difference in scores is that our survey focusses on an individual journey, rather than on general satisfaction with bus services.

In section 2.13 on barriers to bus use and growth, you draw upon the results of the NHT Survey, but we are not sure of the logic of focusing on the biggest gaps (compared to the national figures), rather than, for example, the lowest scores, although we expect some of these are also the lowest scores.



In terms of meeting the needs of passengers (as identified through our own research), there were several important areas covered within your BSIP, including buses running more often, buses running on time/faster journey times and better value for money. There was less evidence of measures to take buses to more places (other than the Hoo peninsular), although simplifying the network may help with the creation of a stable network. Much of what is mentioned on the topics of tackling anti-social behaviour (via CCTV) and the quality of information at bus stops is about retaining or replacing what is already in place, rather than expanding it, so passengers are not going to see more of this. While we welcome the measures discussed for improving accessibility at bus stops (e.g. kerb access and stop design), other aspects related to the onboard situation were limited to the provision of onboard audio-visual next stop information (although again, this is welcome). We wonder whether other aspects around the onboard experience (e.g. space for wheelchairs/buggies, customer service training, enhanced cleaning regimes) will be covered in the Enhanced Partnership documents?

We note the reference to decisions on bus information awaiting results from a consultation, so some of the other information-based needs of passengers are likely to follow in future versions of the BSIP. We would be interested to have sight of this when you have the results.

The current wording in the BSIP (section 4.4.2.1) hints at a passive role for the council in the development of the Passenger Charter, with the emphasis placed upon operators. We recommend starting a conversation with the operators about your Passenger Charter at the earliest opportunity, as this can provide a useful way to help develop your BSIP and to feed into EP discussions, as Mike mentioned in the webinar earlier last week. Our understanding is that you must commit to producing a Passenger Charter in the BSIP, even if the Charter itself follows at a later date.

## APPENDIX 6- Operator Letters of Support

### Arriva



Rob Carmen  
Senior Transport Planner  
Integrated Transport  
Medway Council  
Gun Wharf  
Dock Road  
Chatham  
Kent  
ME4 4TR

21<sup>st</sup> October 2021

#### **Medway Council Bus Service Improvement Plan**

Dear Rob,

We believe that the BSIP document created in partnership between ourselves, other operators and the council creates an exciting opportunity for Medway and partners to create the region we want to be part of.

The plans outlined in the BSIP offers an opportunity to deliver an integrated and inclusive transport network across Medway, sustaining the existing level of service, levelling up and better connecting places, communities and economic assets within the area and beyond.

A focus on public transport, will prioritise investment in a sustainable future, supporting a green recovery from COVID-19 and tackling the climate emergency through the decarbonisation of the transport sector. This funding will enable Medway Council to work with operators and invest in the bus network with a modern, integrated transport system essential for the area's economy to flourish and communities to thrive.

We are supportive of the Medway Council BSIP submission to the DfT which will deliver a range of improvements in the region which will better connect places, communities and economic assets and we are delighted to offer our support for this proposal.

Yours sincerley

A handwritten signature in black ink, appearing to read "M. Jennings".

Michael Jennings  
Area Head of Commercial  
**Arriva Kent & Surrey Ltd**

a company

## ASD Coaches



Integrated Transport  
Medway Council  
Gun Wharf  
Dock Road  
Chatham  
Kent  
ME4 4TR

11<sup>th</sup> October 2021

**RE: Letter of Support for Medway's BSIP**

To Rob Carmen,

As an independent local Bus Operator we are encouraged by Medway's Bus Service Improvement Plan (BSIP) and the targets set forth.

It is vital that operators and local authorities can work collectively to achieve the overall aim of improving bus travel within Medway. We fully support the BSIP proposed and are keen to work together to achieve this.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Arun Dasari', written over a horizontal line.

Arun Dasari



# Chalkwell Coaches



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Sittingbourne  
Kent ME10 5RS

www.chalkwell.co.uk  
Tel: 01795 423982  
Email: coachhire@chalkwell.co.uk

11<sup>th</sup> October 2022

To Whom It May Concern,

**National Bus Strategy**

I wish to confirm our broad support for the Medway Council Bus Service Improvement Plan. As an organisation involved in local bus services we look forward to the further stages of this process.

Kind Regards,



Roland Eginton  
Managing Director

Chalkwell Coaches Ltd, Registered in England No. 2538391

100% PARTNER





Rob Carmen  
Senior Public Transport Planner  
Integrated Transport  
Medway Council  
Gun Wharf  
Dock Road  
Chatham Kent ME4 4TR

8<sup>th</sup> October 2021

Dear Rob

Re: Medway's Bus Service Improvement Plan

I write further to our recent involvement in the on-going development of Medway's Bus Service Improvement Plan and your request for a letter of support.

I am delighted to confirm the support of Farleigh Coaches for the plan and the ambitions that are clearly shining through to create a successful, sustainable and commercial public transport offer to the peoples and communities of Medway and north Kent. Medway's Bus Improvement Plan is a good piece of work which I am happy to confirm we will be able to work alongside you and our industry colleagues and partners to deliver an ever improving offer to travellers in the future.

Please accept this letter as our support for Medway's Bus Service Improvement Plan.

Yours sincerely

Oliver Monahan  
Business Improvement and Development Director  
Farleigh Coaches  
E: [oliver.monahan@farleighcoaches.com](mailto:oliver.monahan@farleighcoaches.com)



Unit 2F, Deacon Trading Estate  
Forstal Road  
AYLESFORD  
Kent ME20 7SP

Telephone: 01622 882288

Email: nuventurecoachesltd@yahoo.co.uk

Web: www.nu-venture.co.uk

24 October 2021

Dear Sirs

**Medway Council - Bus Service Improvement Plan**

I am writing to confirm our support to Medway Council (KCC) on their Bus Service Improvement Plan (BSIP).

Following publication of the National Bus Strategy (NBS) in March 2021, Medway Council swiftly engaged fully with Nu-Venture Coaches Ltd. Working with the other bus operators serving the Authority's area, we were able to jointly identify the approach to the BSIP's preparation and production, providing significant operator data including very detailed passenger loadings and timekeeping data. We commented on, and raised questions about, successive drafts. We feel fully informed about the issues which will need to be tackled quickly as soon as we know about the funding settlement, and we greatly look forward to working with the authority to realise the ambitions of the submission whilst post-pandemic recovery continues.

In short, we have been very pleased indeed to be part of the team which has put together this ground-breaking document.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'N Kemp'.

N Kemp  
Director and Company Secretary

## Redroute Buses



[www.redroutebuses.co.uk](http://www.redroutebuses.co.uk)  
[redroute.office@gmail.com](mailto:redroute.office@gmail.com)  
08002346842

RedRoute Buses Ltd  
Grove Road  
Northfleet  
Kent  
DA11 9AX

25<sup>th</sup> October 2021

To Whom it may concern,

**Re: Medway's Bus Service Improvement Plan**

I write regards to Medway's Bus Service Improvement Plan due to be published in October 2021.

I am happy to confirm the support of Redroute Buses for the BSIP and look forward to working with colleagues locally both within Medway Council and Kent County Council, and fellow operators to improve bus services in Medway, and beyond.

We work proactively with Medway Council and look forward to this relationship continuing as we take forward the bus industry beyond Covid.

Please accept this letter as our support for Medway's Bus Service Improvement Plan.

Yours sincerely

A handwritten signature in black ink, appearing to read "Rachel Parr".

Rachel Parr  
Director



## Transport for the South East



Andrew Bull  
Strategic Infrastructure Planner  
Medway Council  
Gun Wharf  
Dock Road  
Chatham  
ME4 4TR

By email to: [andrew.bull@medway.gov.uk](mailto:andrew.bull@medway.gov.uk)

26 October 2021

Dear Andrew

### Bus Service Improvement Plan submission

I am writing to you in your role as the council's representative on the TfSE Senior Officer Group to support the Bus Service Improvement Plan (BSIP) that your Council has produced.

As you are aware, Transport for the South East (TfSE) is a partnership of 16 local transport authorities (LTAs). Following the approval of our transport strategy in summer 2020, we have been developing a series of area and thematic studies to identify the specific interventions that will be needed to implement the strategy on the ground. This work will culminate in the publication of a draft Strategic Investment Plan for public consultation in June 2022.

TfSE has identified that buses will have a vital role to play in delivering the 2050 vision set out in the transport strategy and in particular the target of achieving net zero carbon emissions from transport by 2050, at the latest. The delivery of BSIPs will have a critical role to play in helping us to achieve our 2050 vision.

TfSE will be providing further Bus Back Better support to all our 16 LTAs through technical work we already have underway to develop an evidence base that will identify the future ambition for buses across the region. We have also recently submitted a joint proposal with England's Economic Heartlands and Transport East to the DfT's additional workstreams for 2021/22 to support the LTAs in our area with the delivery of their BSIPs.

0300 3309474  
[the@southseaeast.gov.uk](mailto:the@southseaeast.gov.uk)  
[transportforthesoutheast.org.uk](http://transportforthesoutheast.org.uk)  
Transport for the South East, County Hall  
St Andrew's Crescent, Lewes, BN1 1UG

The successful delivery of our transport strategy and our constituent authorities' Local Transport Plans will be dependent upon a significant improvement in bus service provision to encourage passengers back onto buses. I therefore commend your BSIP as a vital first step in setting out your ambition to improve bus services in your area.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Rupert Clubb".

Rupert Clubb  
Lead Officer, Transport for the South East

Cc: Rob Carmen





**NATIONAL BUS STRATEGY  
TRANSPORT ACT 2000**

**MEDWAY ENHANCED PARTNERSHIP FOR BUSES**

**Enhanced Partnership Plan  
and  
Enhanced Partnership Scheme**

**DRAFT FOR COMMENT (v1.4)**

## **Contents**

Introduction

Competition Test

Part 1 – Enhanced Partnership Plan

Part 2 – Enhanced Partnership Scheme

Annex A - Facilities to be maintained by Medway Council

Annex B - Measures to be maintained by Medway Council

Annex C – Obligations on Bus Operators

Annex D - Ticketing

Annex E - Aspirational service enhancements and fare changes

Appendix 1 – BSIP targets

Appendix 2 - Definitions

## Introduction

This Enhanced Partnership Plan and Enhanced Partnership Scheme build on the objectives of the Medway Bus Service Improvement Plan.

<b>BSIP Objectives</b>	<b>EP Approach</b>
1. Prioritising buses in traffic	Better parking enforcement Plan bus priority packages on a corridor-by-corridor basis (longer term interventions) Mitigate the impact of roadworks Deliver faster journey times and reliability improvements
2. Improving the image of bus travel	Increase the quantity of buses meeting higher emission standards
3. Improving the passenger experience	Increase the quantity of buses with on-board next stop audio-visual announcements Improve roadside waiting facilities Target investment in real time information screens at the busiest stops
4. Improve facilities for drivers	Increase the availability of toilets at key locations
5. Offer simpler, cheaper fares	Develop an all-operator ticket for the Medway area Offer tap-in tap-out capability on all bus services Develop appropriate products for the youth market Co-operate with DfT plans for intermodal ticketing
6. Increase service levels	Increase evening frequencies on key routes Increase Sunday services on key routes Increase daytime frequencies on key routes Add earlier journeys to major employment sites, in conjunction with needs identified by Dept of Work & Pensions
7. Improve information	Maintain roadside timetable information Work with Kent CC on joint initiatives on digital information

## Competition Test

Medway Council has undertaken an assessment of the impacts of the EP Plan and Scheme [made on [date]] on competition and believes it will not or is unlikely to have a significantly adverse effect on competition, for the purposes of Part 1 of Schedule 10 of the Transport Act 2000, because:

(a) it is with a view to achieving one or more of the following purposes:

- securing improvements in the quality of vehicles or facilities used for or in connection with the provision of local services;
- securing other improvements in local services of benefit to users of local services; and
- reducing or limiting traffic congestion, noise or air pollution.

(b) its effect on competition is or is likely to be proportionate to the achievement of that purpose or any of those purposes.

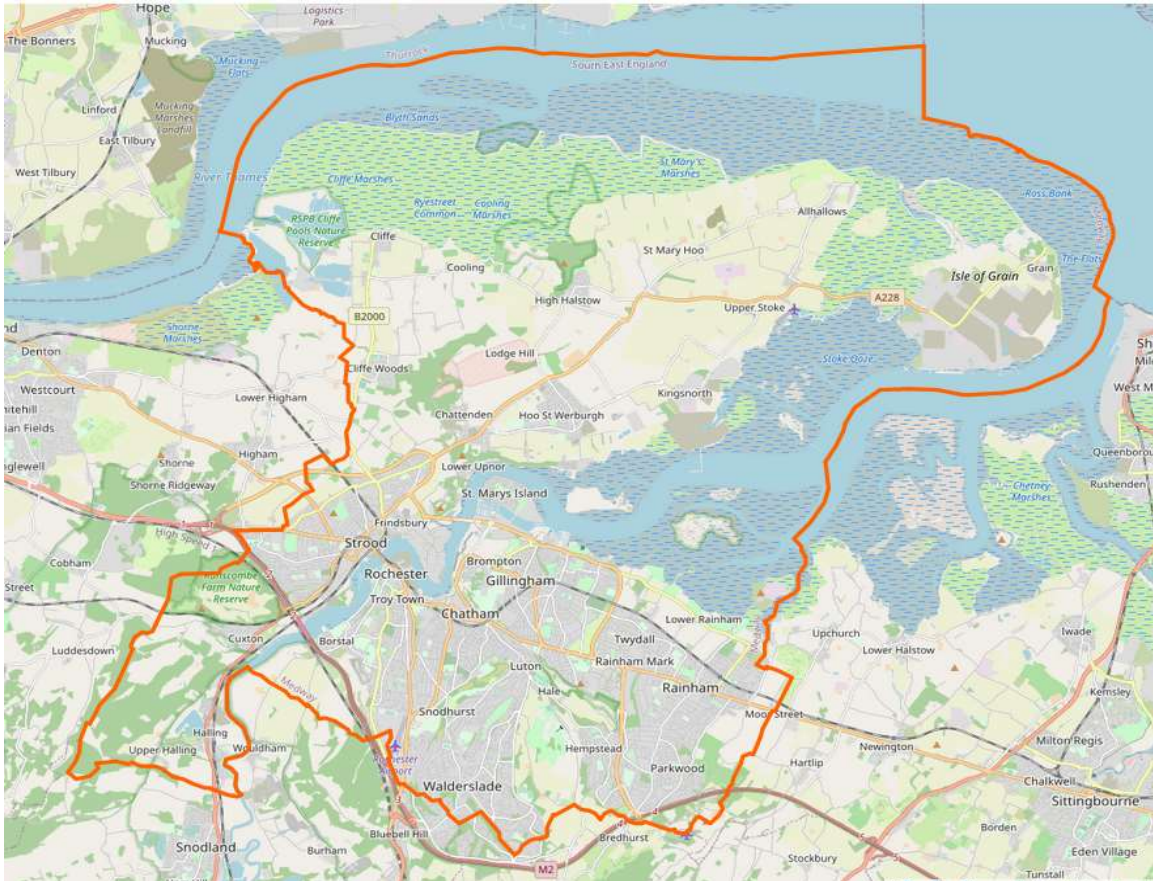
*The Competition and Markets Authority has also been consulted on the proposals as required by section 138F of the Transport Act 2000.*



## PART 1 – Enhanced Partnership Plan

The Medway Enhanced Partnership Plan for Buses is made in accordance with Section 138g(1) of the Transport Act 2000 by Medway Council:

This plan covers the whole of the Medway Council area, shown below.



Source: *osm.org* © *OpenStreetMap contributors* *Creative Commons Attribution-ShareAlike 2.0 licence (CC BY-SA 2.0)*.

### Factors affecting the local bus market

The Covid pandemic has significantly reduced local bus patronage. The parties will attempt to return passenger numbers to pre-Covid levels and then grow beyond this. The impact of congestion will need to be tackled to make bus services more attractive, along with frequent, reliable services on key routes, an extended operating day, and a simpler fare offer.

### Passenger issues and priorities for change

Public concerns obtained from consultation within the LTP included:

- Efficient, reasonably priced, well-linked and timely public bus service from early morning to late evening
- Improvements in bus driver behaviour to passengers
- Ensuring that buses run on time
- No through service, it's a slow process having to change buses at Chatham

- Electronic bus display times should reflect the times of the buses arriving
- More buses at peak times
- The need for more park and ride locations
- Better access across the river

In 2021, 70 responses were received from young people at a Medway Youth Parliament City Hall event

- 34%- Lower and simpler fares
- 20%- Safer bus stops and bus station
- 14% - more buses and on time
- 13%- Linking well with trains and other services
- 12%- Better buses with screens, USB and low emissions
- 6%- Better information

The local Job Centre manager has identified difficulties with reaching some employment locations.

The National Highway and Transport Public Satisfaction Survey (NHT Survey) found that satisfaction with the bus service in Medway was at best average, and in a number of categories, substantially below national averages. The biggest gaps were on the indicators below:

Indicator No.	Satisfaction with:	Satisfaction Medway	Satisfaction nationally
PTIB07	Bus fares	40%	50%
PTIB04	Whether buses arrive on time	49%	56%
PTIB05	How easy buses are to get on/off	59%	63%
PTIB08	Quality and cleanliness of buses	69%	73%

These are key elements which would need to be tackled to attract more users to the bus service.

In general, these concerns are in line with the national “wants” identified by Transport Focus:

- Buses running more often
- Buses going to more places
- More buses on time/faster journey times
- Better value for money
- More effort to tackle any anti-social behaviour
- Better quality of information at bus stops
- Accessible buses
- Cleaner buses

## Modal shift

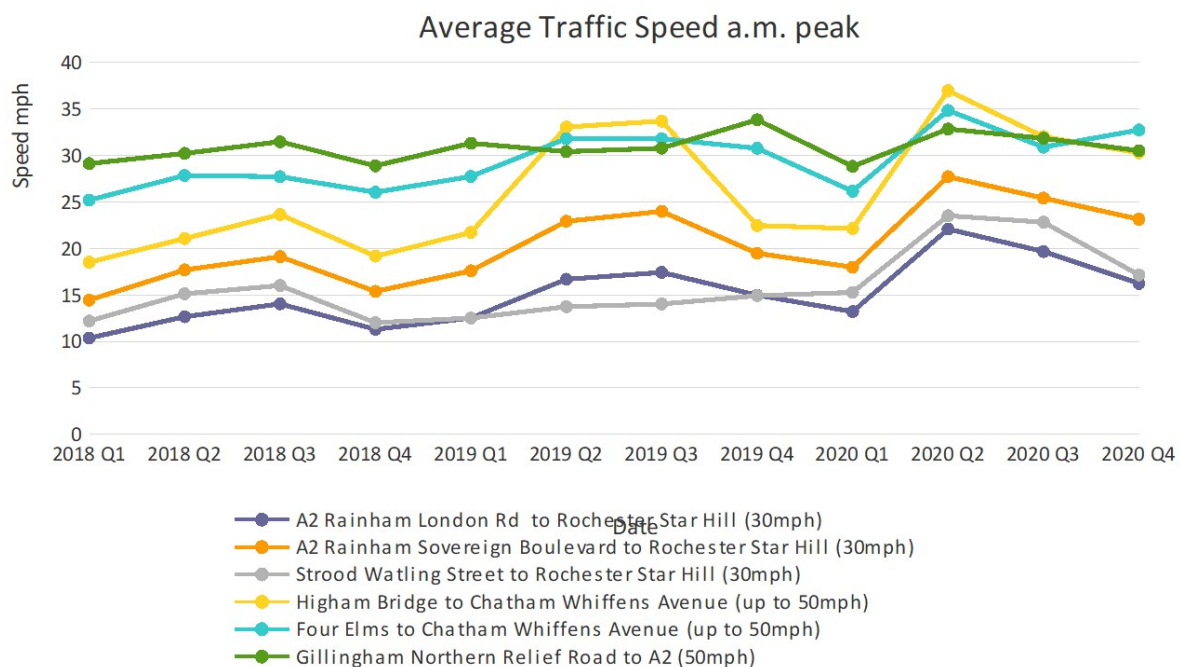
ONS statistics from the 2011 census show that Medway has lower car ownership than in Kent or the wider South East region. The actions of the Enhanced Partnership should enable this position to be maintained.

Actions taken by the council already include reducing the number of car parking spaces in central Chatham and Gillingham, allowing them to be redeveloped, principally for residential use. Increasing residential numbers in town centres, where car parking is limited, should help increase demand for public transport.

Proposals for more reliable journeys and a longer operating day will also help to attract passengers to use public transport.

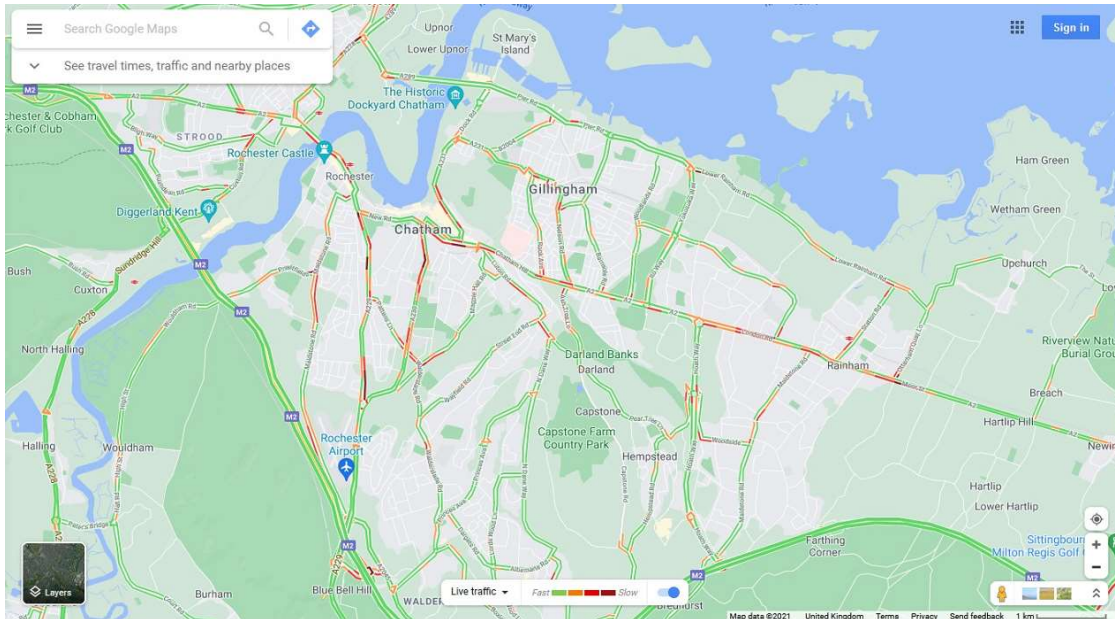
### Traffic speeds and congestion

Morning peak hour general traffic speeds have been measured consistently on five routes for several years. These are a mixture of roads with speed limits principally of either 30mph or 50mph, as shown in the key below. None are exactly equivalent to a bus route, so a precise comparison is not possible. The increase in speeds during the Covid pandemic will be noted.



A typical pattern of congestion in the morning peak is shown below.





The impact is to make bus journeys slow and resource-hungry, or alternatively to run less frequently than in the off-peak, because of extended journey times.

The broad aims of the EP are for frequent, reliable services on key routes, an extended operating day, and a simpler fare offer. This will require an increase in bus priority measures, an increase in subsidies, and inter-operable (ideally touch-in touch-out) ticketing.

### **Duration and review of EP Plan**

The EP Plan applies until further notice. It will be formally reviewed annually by the EP Management Board, though will continue to be discussed on a quarterly basis at bus operator meetings.

### **Summary of current bus service provision**

While central Chatham remains the single most important destination in the Medway Towns, its dominance has declined significantly. None of the alternative locations have strong enough demand to justify the same level of comprehensive bus services, so the network remains firmly based on Chatham.

Almost all commercial services are operated by Arriva, largely following long-established routes. The more important services – mostly along main road corridors to large housing estates - run at intervals of 10 to 20 minutes during the daytime, but the night-time economy is not strong, and most services require subsidy to continue beyond early evening. Exceptions include the cross-boundary services to Maidstone and to Bluewater.

Lower frequency services fill in some of the gaps, in part relying on school movements at peak times to cover the principal operating costs. Two other operators, Chalkwell and Farleigh, provide lower frequency cross-boundary services on a semi-commercial basis.



Medway Council funds a number of all day routes to fill in some of the gaps in the commercial network, and evening and Sunday journeys on some services.

### **Objectives of this EP plan**

- a.* Around two-thirds of Medway's population will be within easy access of a high-frequency core route bus service, which runs every 10 minutes during the daytime, and at no less than every 30 minutes in the quieter periods of the day.
- b.* Less frequent routes will provide for local needs, offering opportunities to interchange with the core route network, while still providing through links to key destinations.
- c.* Most bus stops will be protected with bus stop clearways, and all will be accessible to people with physical impairments. Shelters are at many stops, often with real time information displays, though such information is always available by app, covering all bus routes. Paper-based information remains at many stops to provide reassurance in a clearer format as possible.
- d.* Passengers can travel by tapping in and tapping out a bankcard and other payment media, or a pay as you go smartcard for younger travellers. Fares will be simplified to a small number of zones, and there will be no penalty for changing en route, irrespective of operator.
- e.* It will still be possible to pay with cash for the foreseeable future for individual journeys on board, both to cater for the estimated 1.2 million adults without a bank account (source: UK Finance), and to allow for the sale of multi-person tickets (e.g. family fares, as part of commitment to a child-friendly Medway) and tickets to travel beyond the local area (e.g. Discovery ticket). Foreign visitors may also benefit if their cards cannot be read in the UK.
- f.* Fare caps will apply to ticketless transactions, and the government-controlled railway will participate on equal terms.
- g.* As buses receive priority at traffic lights, together with the extra attention given to parking enforcement and management on the core route network and bus lanes on the busiest corridors, buses offer a consistent reliable journey time throughout the day.
- h.* Audio-visual information provides passengers with confidence as to where the bus is heading and lets them know in good time as it approaches their stop.
- i.* A fleet of lower-emission buses is steadily being replaced by zero-emission ones, as the technology develops so that they can cope with

a long operating day, and the challenging topography of the Medway Towns.

- j*. Coupled with increases in walking and cycling, local destinations will predominantly be reached without needing to use a car.

## **Policy background**

The policies to achieve this specifically applying to local bus services are described in the EP Scheme. Other policies to support bus operation include:

### *Car parking*

Car parking spaces in town centres are being reduced. However, the fragile nature of the retail sector means that care needs to be taken to ensure that sufficient footfall is gathered from all modes of arrival to ensure a worthwhile shopping experience.

### *Planning policy*

The council's planning policies require developers to show how their proposals can be served by public transport. Funding for new or improved bus services is obtained through the Section 106 process.

### *Air Quality*

The Medway Council Air Quality Strategy [www.medway.gov.uk/airquality](http://www.medway.gov.uk/airquality) recognises that "A more frequent bus service, with more modern low-or zero-emission buses, can contribute to air quality goals, by attracting passengers who would otherwise use a car." It includes three indicators relevant to bus services:

- Measure no. 6 - Increase proportion of Euro V, and subsequent (or equivalent) buses in fleet
- Measure no. 7 - Increase bus patronage
- Measure no. 8 - Improve bus flow and reliability

These are entirely compatible with the Bus Service Improvement Plan. It was estimated that these actions could reduce emission levels by 5%.

## **Impact of EP Scheme**

The EP Scheme will move in stages towards achieving the outcomes listed above. Cross-boundary services should comply with the requirements of the area in which they operate the greater part of their mileage, though the aims of Kent County Council are understood to be very similar to those of Medway Council.

Operators will be able to comment on the working of the EP Plan and EP Scheme through the Enhanced Partnership Management Board. Passenger views will be measured through the annual National Highway and Transport Public Satisfaction Survey (NHT Survey)

## **PART 2 – EP SCHEME**

**The Medway Enhanced Partnership Scheme for Buses is made in accordance with Section 138g(1) of the Transport Act 2000 by Medway Council**

### **Section 1 – EP Scheme Content**

1.1 This document fulfils the statutory requirements for an EP Scheme. In accordance with statutory requirements in section 138 of the Transport Act 2000, the EP Scheme document sets out:

**Section 2** - Scope of the EP Scheme and commencement date

**Section 3** - Obligations on Medway Council

**Section 4** - Obligations on Bus Operators

**Section 5** – Governance Arrangements

1.2 The EP Scheme can only be put in place if an associated EP Plan has been made. Therefore, this document should be considered alongside the associated EP Plan.

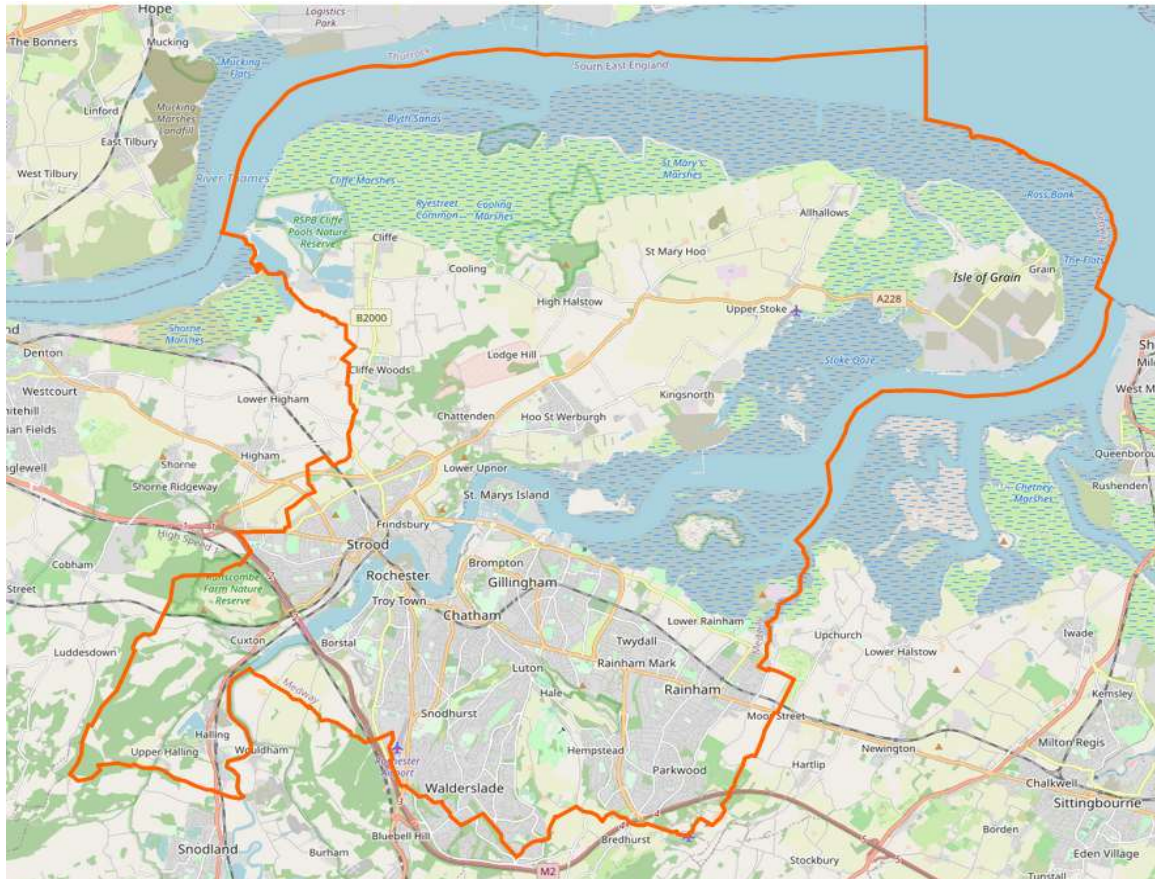
1.3 The EP Scheme has been jointly developed by Medway Council and those bus operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both Medway Council and operators of local services in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

## Section 2 - Scope of the EP Scheme and Commencement Date

### Description of Geographical Coverage

2.1 The EP Scheme will support the improvement of all local bus services operating in the Medway Council area.

### Map of EP Plan and EP Scheme Areas



Source: *osm.org* © *OpenStreetMap contributors Creative Commons Attribution-ShareAlike 2.0 licence (CC BY-SA 2.0)*.

### Commencement Date

2.2 The EP Plan and EP Scheme are made on 1 April 2022. The Plan will have no end date but will be reviewed every year from the commencement date.

2.3 The EP Scheme will have no specific end date but will be formally reviewed by the Enhanced Partnership Management Board on an annual basis.

### Exempted Services

- 2.4 The following services are exempt from the requirements of the EP Scheme:
- Registered local bus services on which local travel is not possible within Medway.
  - Services which are excluded from the English National Concessionary Travel Scheme.
  - Services not eligible for Bus Service Operators Grant.
  - Services provided by operators using S19 or S22 licences.

- Any other registered local bus service that the Enhanced Partnership determines (through the voting mechanism in section 5) should be excluded from all or specific requirements of the Enhanced Partnership Scheme.

## Section 3 - Obligations on Medway Council

### Summary of obligations on Medway Council

Facilities	Measures
Bus station Bus priority measures Real time information screens Shelters and other infrastructure Website and other information	Parking and bus priority enforcement Roadworks management Bus shelter cleaning Planning consultation External funding bids Funding of socially necessary services* Kickstart funding for service expansion* Subsidy for lower fare levels* <i>*subject to funding bids</i>

#### Facilities

3.1 Medway Council will provide the Facilities listed in Annex A

3.2 The list of facilities may be varied using a bespoke variation, as described in section 5.

#### Bus Station

3.3 Medway Council will maintain a central bus station in Chatham for the use of all operators. Departure charges may be levied, to reflect the costs of running the bus station. These charges may vary by type of service and environmental standard of vehicle used.

#### Bus priority measures

3.4 Medway Council will maintain the bus priority measures listed in Annex A. Proposals for new facilities will be brought to the EP Management Board.

#### Real time passenger information screens

3.5 Medway Council will maintain existing and new screens in a fit-for-purpose state and replace screens when they stop working, subject to a review via the Enhanced Partnership Management Board that the location is still appropriate, and subject to funding availability. The initial list of locations is shown in Annex A.

3.6 Any programme for subsequent installations will amend the list in Annex A, using the Enhanced Partnership Scheme Bespoke Variation arrangements at Section 5.

#### Shelters and other infrastructure

3.7 Medway Council will maintain shelters and bus stops to an agreed standard. The list of current shelter locations is shown in Annex A. Proposals for new facilities, including toilets, will be brought to the EP Management Board.

### Website and other information

3.8 Medway Council will maintain a dedicated portion of its website to provide public transport information. This will include maps and timetables, or links to these where available on other sites.

3.9 Medway Council will continue to comply with the requirements of the Bus Open Data Scheme, to ensure that information is provided to enable other services, such as Traveline and nextbuses.mobi, to ensure all local bus services are available on these platforms.

### **Measures**

3.10 Medway Council will undertake the Measures listed in Annex B

3.11 The list of measures may be varied using a bespoke variation, as described in section 5.

### Parking and Bus Priority Enforcement

3.12 Medway Council will undertake enforcement by camera at Chatham bus station, Chatham High Street bus gate, and the Canal Road bus link. [Other enforcement powers are held by the police.](#)

3.13 Medway Council will enforce parking restrictions on bus routes as part of routine activities. The Enhanced Partnership Management Board will recommend areas where targeted enforcement would be appropriate.

### Roadworks Management

3.14 Medway Council will continue to hold monthly meetings with bus operators to discuss roadworks, as well as provide weekly updates. Information is also posted on the council's website ([www.medway.gov.uk/roadworks](http://www.medway.gov.uk/roadworks))

### Bus Shelter Cleaning

3.15 Medway Council or its contractors will clean shelters in accordance with the details shown in Annex B.

### Planning consultation

3.16 Medway Council will consult bus operators on relevant planning applications and planning policies. Operators may provide guidance as to the type of consultation in which they wish to participate.

### External funding bids

3.17 Medway Council will seek opportunities to bid for external funding, and will assist operators in writing bids.

### Funding of socially necessary services

3.18 Medway Council will seek the operation of socially necessary bus services and journeys, subject to funding levels.

### Kickstart funding for service expansion

3.19 Subject to receiving funding, Medway Council aims for key routes to operate to a minimum frequency over a longer operating day, in line with the Bus Service Improvement Plan.

### Lower fare levels

3.20 Subject to receiving funding, Medway Council aims to assist operators to offer lower fares, either generally or to specific groups or ticket types, in line with the Bus Service Improvement Plan.

### Roadside Information

3.21 Medway Council will assist operators to display roadside information, and may make charges where this involves commercial services.



## Section 4 - Obligations on Local Bus Operators

### Summary of obligations on Local Bus Operators

Operational requirements	Route requirements
Vehicle enhancements Participation in ticketing schemes Open Data Implement a Passenger Charter Use of standard stop names	To be determined

4.1 These standards may be varied using a bespoke variation, as described in section 5.

#### Vehicles

4.2 Operators will use vehicles meeting the standards listed in Annex C

#### Ticketing

4.3 Contactless ticketing is to be available on all buses.

4.4 Certain ticket types must be offered and accepted by all local bus services in the EP Scheme Area from a date contained in Annex D. Services registered to operate only on schooldays will not be required to participate in the multi-operator ticketing scheme.

4.5 Operators commit to offering multi-operator tickets, available for sale and use on all routes, as described in Annex D.

4.6 Operators commit to offering Tap On, Tap Off ticketing, subject to funding and development of local and national standards to offer inter-availability with other operators and modes.

4.7 Operators will consider offering fares targetted at particular groups in line with standards described in Annex D.

#### Open Data

4.8 All operators will provide open data, including Vehicle Location and real time predictions to the Council or its data broker using generally accepted and appropriate data standards and formats, either current or as these develop (e.g. Bus Open Data Service). Operators will make provision with appropriate security protections in their back office housing to allow the Council to gain free access to this data with no additional or ongoing cost to the Council.

#### Passenger Charter

4.9 Operators commit to developing a Passenger Charter.

## **Use of standard stop names**

4.10 Operators commit to use bus stop names on all electronic and paper documentation, in line with the name contained in the NaPTAN database.

## Section 5 – Governance Arrangements

### EP Management Board

5.1 There will be an Enhanced Partnership Management Board (EPMB). This group represents all the parties to the Enhanced Partnership. This is the Board which will formally make decisions on the Enhanced Partnership Plan and Scheme. The role of the EPMB will be to:

- Oversee the delivery of the Enhanced Partnership Plan and Scheme(s),
- Manage the relationship between the partners
- Identify priorities and aims/targets or future 'EP Schemes'
- Identify additional measures that the EP will need to take
- Identify any additional facilities required to meet the objectives of the EP

5.2 The EP Management Board will comprise:

- Medway Council
- All operators running qualifying local bus services
- Kent County Council

Each organisation may be represented by more than one person. [Voting is restricted to qualifying operators.](#)

5.3 The Board will meet four times a year, with additional meetings at the discretion of the Board (*similar to the existing Bus Operators Forum*).

5.4 Guests may attend by invitation (which should be sent from Medway Council).

5.5 Papers will be circulated at least 10 working days before the meeting, including notice of any requirement for a vote. Action points and a summary of discussion will be recorded.

5.6 Votes are allocated to bus operators so that large and medium operators hold 50% of the votes, and smaller operators hold 50% of the votes. The actual number of votes will vary according to the number of operators present or voting by proxy.

5.7 Smaller operators run less than 25% of mileage, medium operators run 25-50% of mileage, and large operators run more than 50% of mileage. Medium and large operator votes will be split by mileage.

5.8 Operators may nominate an attendee at the meeting to cast a proxy vote.

5.9 A vote requires a quorum of a minimum of at least one large or medium operator, and at least one small operator.

5.10 A simple majority is required to carry a vote. Abstentions will not be counted. Motions of substance or with financial impacts on Medway Council will be subject to the council's constitution, and governance policies and processes.

5.11 Operators will endeavour to ensure that representatives on the Board have authority to take any decisions required.

## **Review of EP Scheme**

5.12 Once the EP Scheme is made, it will be reviewed by the Board every six months following publication of data on progress towards targets, as required by the BSIP – this will ensure any necessary action is taken to deliver the targets set out in the BSIP. Medway Council will initiate each review.

5.13 The Board can also decide to review specific elements of the scheme on an ad-hoc basis. Board members should contact Medway Council using the following email address: [public.transport@medway.gov.uk](mailto:public.transport@medway.gov.uk) explaining what the issue is and its urgency. The Council will then decide whether to table the issue at the next scheduled meeting or make arrangements for all or the necessary Board members to gather more quickly.

## **Bespoke Arrangements for Varying the Enhanced Partnership Scheme**

5.14 Under powers at s.138E of the Transport Act 2000, Enhanced Partnership Scheme Variations where this section is quoted will be subject to the bespoke voting mechanism also as set out in this section.

5.15 Changes to or new flexibility provisions under s.138E of the Transport Act 2000 shall only be included in the made EP scheme if they satisfy the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018

## **Proposer of a variation**

5.16 Consideration will be given to potential EP Scheme variations highlighted by any member of the EPMB. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan and current local transport policies. Such requests should be in writing and submitted to [public.transport@medway.gov.uk](mailto:public.transport@medway.gov.uk) . The Council will forward all requests onto all EPMB members within 12 working days.

## **Decision-making Process**

5.17 On receipt of a request for a variation of an EP Scheme, Medway Council will convene the EPMB, giving at least 10 working days' notice for the meeting, to consider the proposed variation proposal. If the proposed variation is agreed by all bus operator representatives present, and if Medway Council also agrees, the EP Scheme variation will be made within 10 working days (plus any statutory period of notice and any notice required by council standing orders) with the revised EP scheme then published on the Medway Council website; EPMB members that are absent or not expressing a view at the meeting (either in person or in writing) will be deemed to be abstaining from the decision. Note: nothing in this section overrides the need to obtain the necessary legal powers to implement any proposals e.g. via the Road Traffic Regulation Act 1984.

## **Revocation of an EP Scheme**

5.18 If a member of the EP Management Board believes it is necessary to revoke the EP Scheme, the EP Management Board will be reconvened. If the decision is taken to revoke the EP Scheme, it will follow the legislative procedures for revocation.

## **Data sharing**

5.19 Any data required for the operation of the Enhanced Partnership Scheme will be confidential between the parties, Data shall only be shared to the extent permitted by competition law.

5.20 Information provided to Medway Council under Section 143 of the Transport Act 2000 and associated secondary legislation will remain confidential, unless otherwise agreed or required by law.

## Annex A

### Facilities to be maintained by Medway Council

***This section may be varied using the Bespoke Variation Mechanism described in Section 5.***

#### 1. Schedule of bus lanes and other priority measures

##### Current bus lanes

The current bus lanes detailed in the table below will be maintained by Medway Council as part of the EP Scheme.

- A2 Chatham Hill (Westbound) -405 metres
- A2 Chatham Hill (Eastbound) – 437 metres
- A2 Corporation Street (Westbound)- 212 metres
- Canal Road Riverside Link- Camera enforced – 125 metres
- A2 Rainham Mark Bowaters (Westbound) – 55 metres
- A2 Rainham Mark Bowaters (Eastbound) – 145 metres
- Chatham Waterfront Bus Station and Waterfront Way - 522 metres
- High Street, Chatham by Gala Bingo
- Medway Street by Bus Station (Bus Gate)
- Chatham Rail Interchange, Railway Street
- No right turn except buses – Star Hill/High Street
- No right turn except buses- Pattens Lane/A230 Maidstone Road

##### Traffic Signal Priority

Intervention number	Traffic Signal Description	Hours of operation	Responsibility for maintaining
1	Eastbound on Chatham Hill by Rock Avenue	24 hours, 7 days a week	Medway Council
2	Westbound on Chatham Hill by Luton Arches	24 hours, 7 days a week	Medway Council
3	A2 Corporation Street by Esplanade West bound	24 hours, 7 days a week	Medway Council
4	A2 Sovereign Boulevard, Bowaters roundabout eastbound	24 hours, 7 days a week	Medway Council
5	A2 Sovereign Boulevard roundabout westbound	24 hours, & days a week	Medway Council

## 2. Schedule of real time information screens

MD1	St George's Centre, Dock Road, Chatham
MD2	Watson Avenue, A229 Maidstone Road, Chatham
MD3	Institute Road, High Street Chatham
MD4	High Street opp Gala Bingo, Chatham
MD5	Chatham Station Stop A
MD6	Chatham Station Stop B
MD7	Chatham Station Stop C
MD8	Bligh Way terminus, Bligh Way, Strood
MD9	Bingham Road, Frindsbury Hill, Strood
MD10	Medway Park, High Street, Gillingham
MD11	A2 Sovereign Boulevard, Woodlands Road, Gillingham
MD12	A2 Sovereign Boulevard, Featherby Road, Gillingham
MD13	A2 Sovereign Boulevard, Featherby Road, Gillingham
MD14	Gun Wharf, Dock Road, Chatham
MD15	Opp Five Bells, Main Road, Hoo
MD16	Kestrel Terminus, Kestrel Road, Lordswood
MD17	A2 London Road, Bloors Lane, Rainham
MD18	A2 London Road, Bloors Lane, Rainham
MD19	Hen & Chicks, Luton High Street, Chatham
MD20	Hen & Chicks, Luton High Street, Chatham
MD21	Albany Road, Luton Road, Chatham
MD22	Luton Junior School, Luton Road, Chatham
MD23	Wells Road Shops, Wells Road, Strood
MD24	Wells Road Shops, Wells Road, Strood
MD25	Ex St Barts Hospital site, New Road Chatham
MD26	Deanwood Drive, Parkwood Shopping Centre, Rainham
MD27	A2 London Road, Rainham Mark Tesco
MD28	White Horse, High Street Rainham
MD29	Star Hill Rochester Stop F
MD30	Corporation Street, Community Hub Stop C, Rochester
MD31	Star Hill Rochester Stop K
MD32	North Street, Strood Post Office, Strood
MD33	High Street, Strood
MD34	A2 High Street Canal Road Stop E, Strood
MD35	A2 High Street Canal Road Stop D, Strood
MD36	Walderslade Road, Poachers Pocket, Chatham
MD37	A2 Sovereign Boulevard, Barnsole Road, Gillingham
MD38	A2 Sovereign Boulevard, Twydall Lane, Gillingham
MD39	A228 Main Road, Chattenden
MD40	Medway Park, High Street Gillingham
MD41	Hempstead Valley Shopping Centre, Gillingham
MD42	Medway Maritime Hospital, Gillingham
MD43	A2 London Road, Rainham Mark Tesco
MD44	A2 High Street, Cricketers Rainham
MD45	Corporation Street, Community Hub Stop F
MD46	Commercial Road, Stop F, Strood

MD47	St Marks Church, Stop H, Canterbury Street, Gillingham
MD48	The Tideway, Rochester
MD49	The Brook, opp Iceland, Chatham
MD50	St Mark's Church Stop J, Canterbury Street, Gillingham
MD61	Island Way East, Haven Way, St Mary's Island, Chatham
MD62	Island Way East, Goldcrest Drive, St Mary's Island, Chatham
MD64	Corporation Street, Rochester Station Stop E, Rochester
MD65	Corporation Street, Rochester Station Stop D, Rochester
MD66	Dockside Outlet Centre Stop A, Chatham
MD67	Dockside Outlet Centre Stop B, Chatham
MD70	Twydall Community Hub, Twydall Green
<b>Large Screens</b>	
MD51	Pentagon Centre, Chatham
MD53	Hempstead Valley Shopping Centre, Gillingham
MD54	Gillingham Library
MD55	Medway Maritime Hospital
MD56	Gun Wharf, Dock Road, Chatham
MD57	Rochester Visitor Information Centre
MD58	Medway Park Leisure Centre, Gillingham
MD59	Gillingham Rail Station
MD63	Strood Community Hub
MD68	Rochester Station
MD69	Twydall Community Hub
<b>Chatham Waterfront Bus Station</b>	
	Chatham Waterfront Stand A1
	Chatham Waterfront Stand A2
	Chatham Waterfront Stand A3
	Chatham Waterfront Stand A4
	Chatham Waterfront Stand A5
	Chatham Waterfront Stand A6
	Chatham Waterfront Stand A7
	Chatham Waterfront Stand A8
	Chatham Waterfront Stand B9
	Chatham Waterfront Stand B10
	Chatham Waterfront Stand B11
	Chatham Waterfront Stand B12
	Chatham Waterfront Stand B13
	Chatham Waterfront Stand C14
	Chatham Waterfront Stand C15
	Chatham Waterfront Stand C16
	Chatham Waterfront Stand D17
	Chatham Waterfront Stand D18
	Chatham Waterfront Stand D19
	Chatham Waterfront Summary Screen A1
	Chatham Waterfront Summary Screen A2
	Chatham Waterfront Summary Screen B1
	Chatham Waterfront Summary Screen B2



### 3 Schedule of shelters

#### Clearchannel Shelters

ATCO Ref	Site name	Shelter Ref	Location
249000000002	Strood Civic Centre	3208 0070	Outside Civic Centre Stop E
249000000003	Strood Civic Centre	3208 0069	Opposite Civic Centre Stop D
249000000004	Strood Post Office	3208 0072	Outside Post Office Stop B
249000000005	Strood St Nicholas Church	3208 0071	Outside St Nicholas Church Stop A
249000000006	Commercial Road Strood	3208 0424	Near McDonald's Stop G
249000000010	Darnley Arch	3208 0042	opposite play area
249000000011	Darnley Arch	3208 0084	opposite shops
249000000024	Marlowe Park Wells Road Shops	3208 0163	outside shops
249000000025	Marlowe Park Wells Road Shops	3208 0164	opposite Marlowe Park Medical Centre
249000000032	Bligh Way Fulmar Road	3208 0101	opposite Rochester Strood Family Centre
249000000033	Darnley Road Columbine Road	3208 0104	west of Columbine Road
249000000035	Darnley Road Jubilee	3208 0003	outside 156 Darnley Road
249000000040	Earl Estate Bligh Way Shops	3208 0067	Turning circle
249000000045	Watling St Lancelot Ave	3208 0056	outside 135 Watling Street
249000000046	Watling St Elaine Ave	3208 0074	west of Elaine Avenue
249000000047	Watling St Chapter Rd	3208 0055	outside 101 Watling Street
249000000048	Watling St Chapter Rd	3208 0011	outside 64 Watling Street
249000000049	Watling Street Gravesend Road	3208 0007	opposite Sports Centre
249000000050	Strood Sports Centre	3208 0027	outside Sports Centre
249000000051	Strood Weston Road	3208 0086	opp Weston Road in Watling Street
249000000073	Hoo Five Bells	3208 0279	outside Co-op
249000000074	Hoo Five Bells	3208 0278	outside Little Gem cafe shop
249000000120	Chatham Maritime Compass Centre	3208 0273	Opp Historic Dockyard Dock Rd entrance
249000000122	Maritime Quayside House	3208 0042	Near Gibraltar House
249000000123	Maritime Quayside House	3208 0043	Outside Ship & Trades PH
249000000130	Poplar Road	3208 0082	Adj "Hevercroft" Cuxton Road
249000000131	Ballard Business Park	3208 0083	Opp Business Park in Cuxton Road
249000000138	Cuxton White Hart	3208 0078	Opposite White Hart Public House
249000000176	Rainham Mark Tesco's	3208 0154	Near Hoath roundabout
249000000177	Rainham Mark Tesco's	3208 0155	Near Hoath roundabout in London Road
249000000193	Street End Road Mill Lane	3208 0090	opp Mill Lane
249000000196	Capstone Road Street End Road	3208 0016	west of Hopewell Drive
249000000209	Lynton Drive Victoria Cross	3208 0167	adj Victoria Cross
249000000211	Ballens Road	3208 0168	north of Ballens Road northbound
249000000212	Ballens Road	3208 0166	north of Ballens Road opposite wood
249000000214	Lords Wood Lane Kingston Cres	3208 0030	opposite Kingston Crescent
249000000226	Luton High Street Hen & Chicks	3208 (MC)	By Hen & Chicks PH
249000000228	Albemarle Road	3208 0034	outside 15 Albemarle Road
249000000233	Princes Park Morrisons	3208 0039	Princes Avenue
249000000242	Princes Avenue Walderslade Road	3208 0091	opposite 15 Princes Avenue
249000000243	Walderslade Village Bypass	3208 0095	Near Walderslade Village Centre
249000000261	York Ave Victoria Road	3213 0069	outside 57 York Avenue
249000000272	Strood Fire Station	3208 0068	Opposite garage
249000000280	Strood Academy	3208 0102	by school field

249000000285	Frindsbury Bingham Road	3208 0038	south of IJM Car Sales
249000000287	Sans Pariel	3208 0081	Outside Sans Pariel Public House
249000000288	Sans Pariel	3208 0157	Opp Sans Pariel Public House
249000000293	English Martyrs	3208 0085	Opp English Martyrs Church
249000000306	Cookham Wood Valley View Rd	3208 0050	South of Valley View Road southbound
249000000307	Cookham Wood Valley View Rd	3208 0049	outside 228 Maidstone Road
249000000308	Rochester Grammar Schools	3208 0100	Maidstone Road opp schools
249000000313	The Fairway	3208 0004	opp St Justus Church
249000000318	City Way St William's Way	3208 0079	Opp St Luke's Methodist Church
249000000321	Beatty Road Post Office	3208 0080	Outside 189A City Way
249000000343	East Row	3208 0013	East Row Stop L
249000000351	Warden Road	3208 0098	North of Priestfields
249000000360	Rochester Guildhall Museum	3208 0283	Opp Guildhall Museum stop A
249000000363	Rochester Dickens Centre	3208 0066	Opp The Casino stop C
249000000365	Rochester Star Hill	3208 0508	downside opp St Catherine's Court stop K
249000000366	Rochester Star Hill	3208 0507	upside near Star Inn stop F
249000000382	Cornwallis Avenue Greenview Walk	3205 0110	outside 124 Cornwallis Avenue
249000000384	Woodlands Road Recreation Ground	3205 0103	Adj Woodlands Primary School
249000000386	Beatty Avenue	3205 0108	Sturdee Avenue junction of Woodlands Road
249000000387	Sturdee Avenue Third Avenue	3205 0122	outside 94 Sturdee Avenue
249000000388	Sturdee Avenue Cricketers	3205 0097	Outside Cricketers Public House
249000000390	Barnsole Road School	3205 0115	outside 64 Sturdee Avenue
249000000402	Eastcourt Lane Goudhurst Road	3208 0142	in front of Hawkhurst Road flats
249000000404	Goudhurst Rd Twydall Evangelical Ch	3208 0141	outside Twydall Evangelical Church
249000000406	Twydall Shops	3208 0110	outside shops
249000000408	Twydall Beechings Green	3208 0274	adj Beechings Green Thornham Road
249000000417	Eastcourt Green	3208 0156	west of Eastcourt Lane
249000000419	Beechings Way Featherby Rd	3208 0161	Opp Esso garage
249000000422	Rainham Station	3208 0150	Station Road
249000000436	Miers Court Road	3208 0129	opp Mierscourt Close
249000000454	Deanwood Drive Longcatlis Drive	no shelter	opp St Augustine of Canterbury RC Prim School
249000000456	Parkwood Hawbeck Road	3208 0128	north of Hawbeck Road
249000000472	Parkwood Shopping Centre	3208 0112	adj Parkwood Shops
249000000474	Deanwood Drive Lovelace Close	3208 0145	south of Lovelace Close northbound
249000000485	Maidstone Road Bottom	3208 0124	near Manor Farm Beefeater Public House
249000000525	Hempstead Valley Drive Kingsdown Cl	3205 0105	south of Kingsdown Close
249000000531	Hempstead Flying Saucer/Post Office	3205 0112	adj Flying Saucer PH
249000000538	Princes Ave Kingfisher Drive	3208 0272	Outside 24a Princes Avenue
249000000574	Silverweed Road	3208 0035	northeast of Silverweed Rd in Weeds Wood Rd
249000000580	Weeds Wood Road junction	3208 0266	Walderslade Road j/w Weeds Wood Road
249000000583	Poachers Pocket	3208 0012	Opp Poachers Pocket PH adj playing field
249000000585	Silverweed Road	3208 0006	south of King George Road northbound
249000000598	Wayfield Shops	3208 0019	outside Wayfield Community Primary School
249000000600	Wayfield Road Cherbourg Cres	3208 0020	west of Cherbourg Crescent
249000000619	The Strand	3205 0118	west of Church St in Pier Rd by flats
249000000628	Copenhagen Road	3205 0114	north of Copenhagen Rd in Canterbury Street
249000000631	Canterbury Street top Jezreels	3205 0102	near junction with Watling Street
249000000632	Gillingham Park	3205 0111	Nursing home
249000000641	Gillingham Somerfield	3205 0100	west of Skinner Street stop G
249000000642	King Charles Hotel for MKC	3205 0106	By sports stadium
249000000645	Dock Road Main Gate	3208 0009	opp Historic Dockyard entrance
249000000649	Hospital Lane	3208 0501	Outside synagogue in High Street
249000000650	Rochester Rail Station	3208 0505	outside Dragon Inn

24900000651	Rochester Rail Station	3208 0502	west of Station entrance
24900000653	Jackson's Fields	3208 0506	adj Jacksons Fields east of City Way stop H
24900000654	St Barts Hospital	3208 0504	outside St Barts Hospital in New Road
24900000655	St Barts Hospital	3208 0503	opp St Barts Hospital in New Road
24900000656	Southhill Rd Laundry	3208 0014	North of Southhill Rd in Maidstone Road
24900000658	Snodhurst Avenue	3208 0031	north of Snodhurst Avenue in Walderslade Road
24900000659	Snodhurst Avenue	3208 0093	north of Snodhurst Avenue in Walderslade Road
24900000667	Post House Hotel Watson Avenue	3208 0062	Opp Watson Avenue now renamed Holiday Inn
24900000668	Davis Estate Tiger Moth	3208 0026	north of roundabout outside Toys R Us
24900000669	Davis Estate Tiger Moth	3208 0021	north of roundabout
24900000670	Horsted College	3208 0041	Opp BAE Systems
24900000679	Huntsmans Corner	3208 0089	Outside Parish Church of St Stephen
24900000691	City Way Pattens Lane	3208 0064	south of Pattens Lane outside 300 City Way
24900000700	Chatham Rail Station	3208 0022	Stop B
24900000702	Chatham Rail Station	3208 0024	Stop C
24900000703	Chatham Rail Station	3208 0025	Stop A
24900000707	Chatham Cemetery	3208 0106	Opp Kingswood Avenue in Maidstone Rd
24900000708	Chatham Cemetery	3208 0107	south of Athelstan Rd in Maidstone Rd
24900000710	Chatham Football Ground	3208 0002	Outside Cemetery
24900000712	Huntsmans Corner	3208 0047	North of crossroads
24900000714	Magpie Hall Road Top	3208 0165	Opp Magpie Hall Rd in Walderslade Rd
24900000729	Luton Road Albany Road	3208 0060	outside Pharmacy
24900000730	Luton Road Brickmakers Arms	3208 0061	outside shops
24900000732	Luton Road Christchurch	3208 0033	outside Haywards Car Direct
24900000733	Luton Road Christchurch	3208 0059	east of Upper Luton Rd
24900000752	Brompton Wood Street	3208 0137	near Lennox Row in Wood Street
24900000754	Medway Park	3205 0116	Near Medway Park
24900000757	Gillingham Victoria Street	3205 0099	Near rail station Stop B
24900000759	Livingstone Circus	3205 0109	north of Napier Road in Gillingham Rd
24900000760	Dock Road Main Gate	3205 0107	Outside gate in lay-by
24900000761	Medway Council Gun Wharf	3208 0285	outside Gun Wharf
24900000763	The Brook		Opp Iceland
24900000764	High Street Tesco's	3208 0075	Outside Tesco's opp Gala Bingo
24900000766	Institute Road	3208 0088	outside Pembroke Court
24900000767	Chatham Hill Windmill Road	3208 0058	west of Upper Luton Rd
24900000771	Canterbury Street School	3208 0111	outside Byron Primary School
24900000773	Rock Avenue	3205 0114	outside St Augustines Church
24900000775	Jezreels	3205 0119	outside Ace of Spice
24900000777	Watling Street Barnsole Road Top	3208 0101	east of Barnsole Road
24900000778	Watling Street Barnsole Road Top	3205 0096	outside 133 Watling Street
24900000779	Watling Street Woodlands Road	3205 0121	outside Roary Gardens
24900000780	Watling Street Woodlands Road	3205 0113	by golf course
24900000781	Watling Street Featherby Road	3208 0121	by sports ground
24900000782	Watling Street Eastcourt Lane	3208 0139	west of Bowaters roundabout eastbound
24900000783	Watling Street Eastcourt Lane	3208 0123	west of Bowaters roundabout northbound
24900000784	Watling Street Featherby Road	3208 0158	by B & Q
24900000801	Pier Road Milner Road	3205 0117	west of Milner Road
24900000802	Rainham Mark London Road	3208 0136	junction with Hawthorne Ave
24900000803	London Road Pump Lane	3208 0147	outside 241 London Road
24900000804	London Road Pump Lane	3208 0119	opposite Guardian Court
24900000805	London Road Bloors Lane	3208 0127	west of Bedford Avenue
24900000806	London Road Bloors Lane	3208 0287	opp Bloors Lane
24900000808	London Road Roberts Road	3208 0113	near Manor Farm Beefeater Public House

249000000809	Holding Street	3208 0109	east of Holding Street
249000000810	Cricketers High Street Rainham	3208 0270	High Street
249000000811	Rainham White Horse	3208 0275	High Street White Horse
249000000834	Darnley Rd Maple Rd Bottom	3208 0103	outside 76 Darnley Road
249000000847	Bath Hard Lane	3208 0810	under railway bridge in High St
249000000860	Salters Cross	3208 0105	outside Post Office in Watling Street
249000000872	The Kestrel Lordswood	3208 0040	Turning circle by Shopping Centre
249000000925	Barnsole Road Livingstone Circus	3205 0098	Opposite Livingstone Road
249000000941	Princes Avenue Morrisons	3208 0036	outside Church of Christ the King
249000000942	Walderslade Road Boxley Road	3208 0092	outside 28 Robin Hood Lane
249000001003	St Mary's Road	3208 0073	south of Gun Lane
249000020118	Hempstead Valley Shopping Centre	3205 0095	Near restaurant Hempstead bus stop
2490101113	Rainham Mark Tesco's	3208 0286	opp Tesco's east of Bowaters
249000000859	Warden Road Rochester	3208 0282	Maidstone Road by Warden Road

## Medway Council owned shelters

M No.	ATCO CODE	Stop Name	Location
<b>Area A</b>			
102	249000000226	Hen & Chickens	LUTON HIGH STREET , HEN & CHICKS, LUTON
105	249000000785	High St, Gala Bingo	HIGH STREET, O/S GALA BINGO HALL, CHATHAM
106	249000000765	Institute Road	HIGH STREET, O/S FIVEWAYS COURT, CHATHAM
107	249000000725	Bank Street	LUTON ROAD, O/S No 10, CHATHAM
108	249000000726	Bank Street	LUTON ROAD, O/S No 49, CHATHAM
109	249000000727	Castle Road	LUTON ROAD, O/S No 126, CHATHAM
110	249000000728	Castle Road	LUTON RD, OPP LEONARD RD, CHATHAM
111	249000000706	Gladstone Road	MAIDSTONE ROAD, O/S No 65., CHATHAM
112	249000000705	Gladstone Road	MAIDSTONE ROAD, O/S 114D, CHATHAM
113	249000000709	Football Ground	MAIDSTONE ROAD, O/S No 152., CHATHAM
114	249000000711	Football Ground	MAIDSTONE ROAD, O/S No 194., CHATHAM
115	2490A010120A	Highview Drive	SHIRLEY AVENUE, O/S No 25, DAVIS ESTATE, CHATHAM
116	249000000191	Spar	STREET END ROAD OPP CAMERON CLOSE, CHATHAM
117	249000000206	Coppertree Walk	BADGER ROAD OPP COPPEERTREE WALK, CHATHAM
118	249000000207	Lordswood Close	LORDSWOOD LANE AT LORDSWOOD CLOSE, CHATHAM
119	249000000604	Tobruk Way	BURMA WAY, OPP No 21. WAYFIELD, CHATHAM
120	249000000199	Arundel Close	CLANDON RD OPP J/W ARUNDEL CLOSE. LORDSWOOD, CHATHAM
121	249000000550	Mermaid Close	HERON WAY OPP MERMAID CLOSE, PRINCES PARK
122	249000000544	Ryde Close	HERON WAY ADJ J/W RYDE CLOSE. PRINCES PARK
123	249000000546	Fisher Road	HERON WAY AT FISHER ROAD, PRINCES PARK
124	249000000542	Ventnor Close	HERON WAY, ADJ J/W VENTNOR CLOSE PRINCES PARK
125	249000000548	Coverdale Close	HERON WAY, ADJ COVERDALE CLOSE. PRINCES PARK
126	249000000540	Devon Close	HERON WAY, NR J/W DEVON CLOSE. PRINCES PARK
127	249000000865	North Dane Way	NORTH DANE WAY CHATHAM
128	249000000553	Maundene School	SWALLOW RISE O/S MAUNDENE SCHOOL., CHATHAM
130	249000000739	Victory Academy	MAGPIE HALL ROAD, O/S MEDWAY COMMUNITY COLLEGE (VICTORY ACADEMY) CHATHAM
131	249000000577	Sussex Drive	WALDESLADE ROAD, O/S 266-268. CHATHAM
132	249000000717	Snodhurst Bottom	WALDESLADE ROAD, O/S WATER WORKS. CHATHAM
133	249000000713	Huntsmans Corner	WALDESLADE ROAD, OPP St STEPHENS CHURCH. CHATHAM
134	249000000715	Magpie Hall Road Top	WALDESLADE ROAD OPP RIDGEWAY, CHATHAM
135	249000000244	Village Centre	WALDESLADE VILLAGE BY PASS ,OPP St WILLIAMS UNITED CHURCH, CHATHAM
136	249000000660	Hook Close	HOLLAND RD, NR J/W HOOK CLOSE. CHATHAM
137	249000000724	St Paul's Church	MAGPIE HALL ROAD NR J/W LISTMAS ROAD. CHATHAM
138	249000000565	King George Road	CHESTNUT AVE, NR J/W KING GEORGE ROAD. WALDESLADE CHATHAM
139	249000000566	Sindall Shaw House	KING GEORGE RD O/S SINDALL SHAW HOUSE, WALDESLADE, CHATHAM
140	249000000964	Sorrell Road	SORRELL ROAD, o/s ROSEMARY CLOSE, WEEDS WOOD, CHATHAM
141	249000000570	Pimpernel Way	YARROW ROAD, opp No. 39, WEEDS WOOD, CHATHAM
142	2490101081	Bus Station C15	WATERFRONT WAY, CHATHAM WATERFRONT BUS STN, CHATHAM. (Argos side)
143	2490101084	Bus Station D18	WATERFRONT WAY, CHATHAM WATERFRONT BUS STN, CHATHAM (Halifax Bank side)
144	249000000237	Downland Walk	PRINCES AVE, DOWNLAND WALK, PRINCES PARK CHATHAM
145	249000000126	Haven Way	ISLAND WAY EAST, ST MARY'S ISLAND, CHATHAM, nr Haven Way

146	24900000763	The Brook, Iceland	THE BROOK, CHATHAM, opp Icelands
147	24900000208	Lynton Drive	LORDS WOOD LANE, CHATHAM nr j/w Lynton Dr
148	2490101055	Primary School	ISLAND WAY WEST, ST MARY'S ISLAND. CHATHAM
149	24900000125	Goldcrest Drive	ISLAND WAY EAST, ST MARY'S ISLAND, CHATHAM nr j/w Dunlin Drive.
150	24900000984	Dockside Outlet Centre	DOCKHEAD ROAD, CHATHAM MARITIME, CHATHAM
151	2490101193	Dockside Outlet Centre	DOCKHEAD ROAD, CHATHAM MARITIME CHATHAM
<b>Area B</b>			
201	24900000340	Rochester Health Centre	DELCE ROAD OPP o/s ST PETER'S CHURCH, ROCHESTER
202	24900000339	Rochester Health Centre	DELCE ROAD O/S ST PETER'S CHURCH, ROCHESTER
203	24900000341	Fort Street	DELCE ROAD ADJ FORT STREET, ROCHESTER
204	24900000342	Fort Street	DELCE ROAD OPP FORT STREET, ROCHESTER
205	24900000750	Enterprise Close	ANTHONYS WAY ADJ J/W ENTERPRISE CLOSE., MEDWAY CITY ESTATE
206	24900000747	Chaucer Close	ANTHONYS WAY ADJ J/W CHAUCER CLOSE. MEDWAY CITY ESTATE
207	24900000745	Neptune Business Park	ANTHONYS WAY OPP LAMP COLUMN No 63, MEDWAY CITY ESTATE
208	24900000006	Commercial Road Stop G	COMMERCIAL ROAD O/S TEMPLE ST CAR PARK, STROOD
209	24900000007	Matalan Stop F	COMMERCIAL ROAD O/S "Matalan" CAR PARK. STROOD
210	24900000744	Trident Close	SIR THOMAS LONGLEY ROAD O/S CENTRE COURT N/AGENTS, MEDWAY CITY ESTATE
211	24900000743	Culpeper Close	SIR THOMAS LONGLEY ROAD O/S INVICTA HSE LC 17, MEDWAY CITY ESTATE
212	24900000742	Riverside Estate Scotline	SIR THOMAS LONGLEY ROAD ADJ L/C No 29 Nr SCOTLINE, MEDWAY CITY ESTATE
213	24900000740	Sir Thomas Longley Road	SIR THOMAS LONGLEY ROAD O/S UNIT 1 "ROCHESTER", MEDWAY CITY ESTATE
214	24900000271	Fire Station	GRAVESEND ROAD O/S No 116, STROOD
215	24900000266	Coach And Horses	GRAVESEND ROAD AT A2 C/O BROOMHILL RD, STROOD
218	24900000135	Cinema	CHARIOT WAY NR CINEMA, MEDWAY VALLEY PARK
219	24900000136	Gala Bingo	CHARIOT WAY O/S "GALA" CLUB MEDWAY VALLEY PARK
220	24900000008	Darnley Arch	A228 CUXTON ROAD OPP Nos 96 / 98, STROOD
221	2490102808	Pilgrims Road	A228 ROCHESTER ROAD HALLING O/S 68, STROOD
222	24900000290	Gill Avenue	WAINSCOTT ROAD NR J/W GILL AVE,WAINSCOTT
223	24900000292	Wainscott Walk	WAINSCOTT ROAD O/S No 49, WAINSCOTT
224	24900000137	White Hart	A228 SUNDRIDGE HILL OPP BUSH ROAD. CUXTON
225	24900000345	Watts Avenue	MAIDSTONE ROAD O/S "WATTS ALMSHOUSES" ROCHESTER
226	24900000352	St Margaret's Cemetery	MAIDSTONE ROAD O/S 88/90, ROCHESTER
227	24900000344	Longley Road	MAIDSTONE ROAD O/S 201A, ROCHESTER
228	24900000353	St Margaret's Cemetery	MAIDSTONE ROAD adj 265, ROCHESTER
229	249000000859	Warden Road	MAIDSTONE ROAD O/S 271, ROCHESTER
231	24900000349	Foord Almhouses	PRIESTFIELDS OPP ALMSHOUSES, ROCHESTER
232	24900000043	Stangate Road	PARKFIELDS O/S No 6 STROOD
233	24900000374	Cookham Hill	BORSTAL RD OPP COOKHAM HILL, BORSTAL
234	24900000354	Borstal, White Horse	BORSTAL STREET O/S St MATTHEWS CHURCH, BORSTAL
235	24900000375	Borstal, White Horse	BORSTAL STREET O/S SHERIDAN COURT (OPP No 100 ), BORSTAL
236	24900000377	Silver Hill	BORSTAL STREET O/S CHURCH (OPP No 127 ), BORSTAL
237	249000000993	Beresford Avenue	PATTENS LANE OPP PATTENS PLACE, CHATHAM
238	249000000688	Pattens Lane	PATTENS LANE OPP No 1A, CHATHAM
239	249000000687	Robert Bean Lodge	PATTENS LANE OPP No 42, CHATHAM
240	249000000685	Ewart Road	PATTENS LANE ADJ BALFOUR CENTRE opp GOLDING CLOSE, CHATHAM

241	249000000684	Ewart Road	PATTENS LANE ADJ REDLAND SHAW., CHATHAM
242	249000000330	Wisdom Hospice	St WILLIAMS WAY O/S 148 ROCHESTER
243	249000000329	Wisdom Hospice	St WILLIAMS WAY OPP 142 ROCHESTER
244	249000000016	Cedar Children's Academy	CEDAR ROAD ADJ J/W WILLOW ROAD STROOD
245	249000000296	Slatin Road	CLIFFE RD OPP BERBER ROAD. STROOD
246	249000000299	King Arthur's Drive	CLIFFE RD OPP Nos 225-227 STROOD
247	249000000278	Cliffe Road Top	CLIFFE RD OPP No 267 STROOD
248	249000000286	Bingham Rd	A228 FRINDSBURY ROAD OPP PARSONAGE LANE STROOD
249	249000000029	Southwark Road	FULMAR ROAD OPP UPLANDS CLOSE. STROOD
250	249000000027	Chelmsford Rd	SEAGULL ROAD NEAR St PAULS CLOSE. STROOD
251	249000000026	Chelmsford Rd	SEAGULL ROAD OPP St PAULS CLOSE STROOD
252	249000000302	Bridge Wardens	THE TIDEWAY O/S 220 ROCHESTER
253	249000000303	The Tideway	THE TIDEWAY O/S Nos 164 – 166 ROCHESTER
254	249000000304	Hawser Rd	THE TIDEWAY O/S "TRANSOM HOUSE", ROCHESTER
256	249000000315	Fleet Rd, Delce School	FLEET ROAD OPP No 7, ROCHESTER
257	249000000173	Burleigh Close	REDE COURT ROAD NR J/W BURLEIGH CLOSE, STROOD
258	249000000325	Association Walk	WARREN WOOD ROAD OPP ASSOCIATION WALK. ROCHESTER
259	249099325	Morrisons	KNIGHT ROAD ADJ MORRISONS SUPERMARKET
260	249000000834	Maple Road Bottom	DARNLEY ROAD / MAPLE ROAD
261	249000000664	Maidstone Rd, Asda	MAIDSTONE ROAD N
263	249000000675	The Ridgeway	WEST OF THE RIDGEWAY / HORSTED WAY
339	249000000674	Horsted Park	HORSTED WAY, CHATHAM,
264	249000000361	Guildhall Museum Stop P	CORPORATION STREET, NEAR MUSEUM, ROCHESTER
266	2490101051	Strood Station	CANAL ROAD, NEAR RAILWAY STATION ACCESS ROAD, STROOD {E/B}
267	2490101050	Strood Station	CANAL ROAD, NEAR RAILWAY STATION ACCESS ROAD, STROOD {W/B}
268	2490101062	Medway Gate	MEDWAY GATE / NEAR BUTLERS PARK WAY, STROOD, ROCHESTER
269	249000000031	Fulmar Road	DARNLEY RD / BLIGH WAY / FULMAR ROAD
270	249000000846	Bath Hard Lane	HIGH STREET, NEAR DOUST WAY, ROCHESTER
271	249000000362	Rochester Station Stop D	ROCHESTER STATION STOP D, A2 CORPORATION STREET
272	2490101195	Rochester Station Stop E	ROCHESTER STATION STOP E, A2 CORPORATION STREET
<b>Area C</b>			
301	249000000768	Windmill Road	CHATHAM HILL OPP UPPER LUTON ROAD CHATHAM
302	249000000626	St Marks Church	CANTERBURY ST O/S St MARKS CHURCH, GILLINGHAM
305	249000000407	Wingham Close	BEECHINGS WAY O/S No 176, TWYDALL, GILLINGHAM
306	249000000526	Kingsdown Close	HEMPSTEAD VALLEY DRIVE NR J/W KINGSDOWN CLOSE, HEMPSTEAD
307	249000000452	Nares Road	DEANWOOD DRIVE ,EAST SIDE NR TYLER DRIVE, PARKWOOD
308	249000000453	Nares Road	DEANWOOD DRIVE, WEST SIDE NR TYLER DRIVE., PARKWOOD
309	249000000457	Hawbeck Rdod	DEANWOOD DRIVE,EAST SIDE NR HAWBECK ROAD, PARKWOOD
310	249000000468	Deanwood Drive Top	DEANWOOD DRIVE NR J/W MAIDSTONE ROAD, PARKWOOD
311	249000000455	St Augustine School	DEANWOOD DRIVE / LONG CATLIS ROAD, O/S St AUGUSTINES CHURCH, PARKWOOD
313	249000000473	Parkwood Shops	DEANWOOD DRIVE NR WYVILL CLOSE, PARKWOOD
314	249000000475	Lovelace Close	DEANWOOD DRIVE OPP LOVELACE CLOSE, PARKWOOD
315	249000000450	Thrale Way	TYLER DRIVE S/O No 44 PARKWOOD
316	249000000502	Fairview Avenue Shops	FAIRVIEW AVENUE O/S SHOPS Nos 151-159, WIGMORE
317	249000000425	Tilbury Road	STATION ROAD,RAINHAM OPP No 323
318	249000000533	Hempstead Infant Sch.	HEMPSTEAD ROAD O/S LIBRARY opp 238, HEMPSTEAD

319	24900000484	Lonsdale Drive End	LONSDALE DRIVE S/O No 26, RAINHAM
320	24900000623	James Street Top	RICHMOND ROAD BETWEEN Nos 26 & 28, GILLINGHAM
321	24900000183	Hempstead Post Office	DUKES MEADOW DRIVE S/O 152 HEMPSTEAD ROAD, HEMPSTEAD
322	24900000614	Plantation Rd	GRANGE ROAD O/S 290 GILLINGHAM
323	24900000610	King Edward Rd	GRANGE ROAD PP KING EDWARD ROAD. GILLINGHAM
324	24900000609	Castlemaine Avenue	GRANGE ROAD OPP CHURCH GREEN. GILLINGHAM
325	24900000445	Maryland Court	MIERSCOURT ROAD OPP MARYLAND COURT RAINHAM
326	24900000435	Mierscourt Close	MIERSCOURT ROAD NR A2, HIGH STREET RAINHAM
327	24900000444	Maryland Court	MIERSCOURT ROAD S/O 1 MARYLAND COURT.
328	24900000448	Tyler Drive	MIERSCOURT ROAD OPP No 605 RAINHAM
329	24900000831	Preston Avenue	PRESTON AVE S/O No 65 ALLISON AVE. DARLAND GILLINGHAM
330	24900000751	Brompton High Street	HIGH STREET BROMPTON OPP 48 BROMPTON GILLINGHAM
331	24900000620	Nasir Mosque	RICHMOND ROAD, opp No. 204 GILLINGHAM
332	24900000769	Medway Maritime Hospital	MEDWAY MARITIME HOSPITAL WINDMILL ROAD, GILLINGHAM
333	24900000753	Medway Park Stop E	BROMPTON ROAD/MILL ROAD ADJ TO SPORTS GROUND, GILLINGHAM
334	24900000771	Byron School	OPP BYRON PRIMARY SCHOOL, CANTERBURY STREET GILLINGHAM
335	24900000470	Campleshon Road	NORTH OF CAMPLESHON ROAD (N), PARKWOOD
336	24900000471	Campleshon Road	DEANWOOD DRIVE, NEAR FINDLAY CLOSE, PARKWOOD
337	24900000639	Duncan Rd, Aldi	ADJACENT TO ALDI CAR PARK (N), DUNCAN ROAD, GILLINGHAM
344	24900000756	King Street Stop A	KING STREET, SOUTH OF JEFFREY STREET, GILLINGHAM
345	24900000507	Kenyon Walk	WIGMORE ROAD, KENYON WALK, WIGMORE, GILLINGHAM
338	n/a		TWYDALL GREEN, TAXI RANK, TWYDALL, GILLINGHAM {o/s car park to shops }
348	2490101011	Mid Kent College Site	PRINCE ARTHUR ROAD, GILLINGHAM
350	2490101025	Coach Park & Ride	MAIDSTONE ROAD, WIGMORE PARK & RIDE COMMUNITY SITE, WIGMORE, GILLINGHAM
351	24900000627	St Marks Church	ST MARKS CHURCH OPP, CANTERBURY STREET GILLINGHAM
352	24900000829	Darland Avenue	J/W HAMELIN ROAD, DARLAND, GILLINGHAM
<b>Area D</b>			
402	24900000094	Holiday Village	AVERY WAY, ALLHALLOWS O/S No 164 – 166
403	24900000093	Kingsmead Caravan Park	AVERY WAY, ALLHALLOWS, OPP BRITISH PILOT P.H.
404	24900000091	All Saints Church	STOKE ROAD, ALLHALLOWS O/S No 12.
406	24900000113	Woodside Green	VIEW ROAD, CLIFFE WOODS OPP No 75
407	24900000103	High Street	HIGH STREET, ISLE OF GRAIN, OP. SHOPS C/O DOGGETTS ROW
408	24900000154	Halling Railway Station	HIGH STREET, HALLING OPP No 34
409	24900000155	Halling Railway Station	HIGH STREET, HALLING OPP RAIL STATION.
410	24900000152	Jade Hill	KENT ROAD, HALLING OPP No 67
411	24900000168	Pilgrims Road	VICARAGE RD, UPPER HALLING ADJ TO "LENLEYS COTTAGES"
412	24900000068	Hundred Of Hoo Academy	MAIN ROAD, HOO St WERBURGH, OPP HUNDRED OF HOO SCHOOL.
413	24900000069	St Werburgh Crescent	MAIN ROAD, HOO St WERBURGH, o/s 133
414	24900000075	Hoo Marina	VICARAGE LANE HOO St WERBURGH, ENTRANCE TO MARINA
415	24900000089	Nags Head	GRAIN ROAD, LOWER STOKE, OPP "NAGS HEAD" PUBLIC HOUSE
416	24900000087	Grain Road	GRAIN ROAD, BURROWS LANE MIDDLE STOKE O/S 2 MEDWAY VIEW.
417	24900000086	Vicarage Lane	THE STREET, UPPER STOKE, OPP "WHITE HORSE" P.H
418	24900000169	Browndens Road	BROWNDENS ROAD, UPPER HALLING J/W THE STREET.
419	24900000160	Howlsmere Close	HIGH STREET, HALLING NR J/W HOWLSMERE CLOSE.
420	24900000104	Christmas Lane	A228 SHARNAL STREET HIGH HALSTOW, O/S VETS.



421	249000000105	Ratcliffe Highway	A228 SHARNAL STREET, NEAR CHRISTMAS LANE
422	249000000083	Wylie Road	WYLIE ROAD, HOO ST WERBURGH AT 30 KNIGHTS RD
423	249000000072	Hoo, Main Road	OUTSIDE NO. 93 MAIN ROAD
424	2490101049	Liberty Park	HOO RD, WAINSCOTT OPP LIBERTY PARK
426	249000000063	Chattenden Main Road	MAIN ROAD ADJ BROADWOOD ROAD CHATTENDEN
429	249000000062	Chattenden Main Road	MAIN ROAD ADJ CHATTENDEN LANE
425	249000000081	Fourwents Road	BELLS LANE / NR JUNCT FOURWENTS RD, HOO ST WERBURGH
427	249000000151	St Andrews Park	A228 FORMBY RD, HALLING, O/S ST ANDREWS PARK DEVELOPMENT
428	249000000150	St Andrews Park	A228 FORMBY RD, HALLING, OPP ST ANDREWS PARK DEVELOPMENT

## **Annex B**

### **Measures to be maintained by Medway Council**

***This section may be varied using the Bespoke Variation Mechanism described in Section 5***

<b>Measures</b>
Parking and bus priority enforcement Roadworks management Shelter cleaning Planning consultation External funding bids Funding of socially necessary services* Kickstart funding for service expansion* Subsidy for lower fare levels* <i>*subject to funding bids</i>

#### **Parking and bus priority enforcement**

Bus Lane enforcement

- Chatham Waterfront Bus Station -Globe Lane/Waterfront Way, Chatham
- Riverside Bus Link, Canal Road Strood

Link to Medway Council's Parking Enforcement Policy

[https://www.medway.gov.uk/downloads/file/5966/parking\\_enforcement\\_policy\\_-\\_april\\_2021](https://www.medway.gov.uk/downloads/file/5966/parking_enforcement_policy_-_april_2021)

#### **Zero tolerance parking enforcement**

In line with its priority to make it easier to travel around Medway, the council has a zero tolerance policy towards illegal parking on the main routes through the urban areas. This means that, on these routes, civil enforcement officers will issue an instant penalty charge notice to vehicles seen stopped on restrictions.

The council has set this enforcement in response to public demand to keep Medway moving. Illegally parked vehicles on main roads cause congestion that could easily be avoided if the owners simply used the car parks and parking bays. The council wants to tighten up on the main routes, not the residential areas where an observation time will still apply. There are 49 off-road car parks in Medway, providing 5,500 car parking spaces.

CEO's to give 2 minutes observation period to vehicles parked on yellow lines in school areas during school peak times.

## Zero tolerance areas:

This measure applies to all double and single yellow lines on the following streets:

<b>Rochester</b>	<b>Gillingham</b>
High Street (including paved area)	Wood Street
City Way	Canterbury Street
	Brompton Road
<b>Chatham</b>	Jeffrey Street
	Green Street
Maidstone Road	Duncan Road
Best Street	Nelson Road
Brook	Britton Farm Street
Batchelor Street	
Clover Street	<b>Strood</b>
Military Road	
Railway Street	Commercial Road
Medway Street	Knight Road
Globe Lane	Priory Road
Dock Road	Cuxton Road
Luton Road	
High Street (including paved area)	<b>Hoo</b>
<b>Rainham</b>	Main Street
	Church Street
Station Road	
High Street (A2)	

## Roadworks management

Medway Council operates a Streetworks permitting scheme

[https://www.medway.gov.uk/downloads/file/3906/street\\_works\\_permit\\_scheme\\_2017](https://www.medway.gov.uk/downloads/file/3906/street_works_permit_scheme_2017)

7

## Cleaning of shelters

Operation	Service level / Target response time (From report during working hours or discovery where applicable)	Comment/Action
<b>Scheduled Cleaning and Maintenance:</b>		
Bus Shelter Asset Clean	One clean for each bus shelter asset per three months (quarterly) for all bus shelters listed in Schedule 1 - or - more frequently for those advertising assets where Contractor deems more frequent cleaning will benefit said shelter.	Routine cleaning in line with service requirements and Contractors proposed cleaning method.
Electrical Testing (as detailed below) including electrical safety check of circuits	Annual visual inspection (can be carried out at same time as asset clean). Full electrical test to be carried out 5 years since last test	Report to go the Council within one month of inspection or test
Offensive graffiti cleaning & Fly posters and other graffiti	1 working day	Remove offensive graffiti or fly poster
<b>Ad-hoc Maintenance</b>		
Emergency damage	Within 4 hours of notification	To attend site to determine what action or resource is required
Dangerous structure	Within 1 working day of notification	Rectify.
Removal of broken glass	Within 5 hours of notification	To be made safe within 5 hours
Glazing repairs	Within 2 working days of notification	
Illumination fault	Within 4 working days of notification	
Illumination fittings	Annually & as required	
Structural safety	Annual test/inspection.  Plus a visual inspection to be carried out on every cleaning cycle.	Annual report to go to the Council within one month of completion of annual inspection.
Structure relocation	By agreement	
Removal & alternate location	By agreement	
Day-to-day maintenance of structure	4 working days	Response time may increase if other organisations / resources required.

## **Chatham Waterfront Bus Station**

- Daily litter picking/bin changes
- Daily cleaning of glass and seating
- 4 times a day clean of public toilets
- Gutter cleaning daily
- 2 x yearly – full deep clean of bus station surfacing
- Renewal of lines and markings when required
- Highway repairs when required
- Lighting checked – yearly
- Lighting repairs- when required.

## **Maintaining timetable information**

Medway Council will work with operators to provide roadside timetable displays. Operators providing commercial services should provide their own displays for use in infrastructure supplied by Medway Council.

Medway Council pays for and maintains Bus Stop infrastructure such as Bus Stop flags and timetable cases.

Operators providing commercial services who do not wish to provide their own displays will be charged for the service by Medway Council  
Medway Council will make arrangements for wholly-tendered services.

## **Planning consultation**

Medway Council has a bespoke planning officer that sits within the transport team who comments and advises from a transport perspective. Requests are made for funds, infrastructure, and conditions to support public transport usage where appropriate.

## **External funding bids**

Medway Council will support any external funding bids by helping to prepare them, and work in partnership with local bus operators to obtain funding.

## Annex C Obligations on Operators

***This section may be varied using the Bespoke Variation Mechanism described in Section 5***

Operational requirements	Route requirements
Vehicle enhancements Participation in ticketing schemes Open Data Implement a Passenger Charter Use of standard stop names	To be determined

### **Vehicle enhancements**

C1. Operators will work towards the minimum vehicle standards described in this Annex.

- Subject to funding, to upgrade vehicles to meet the equivalent of Euro VI emission standards. To replace Euro III and Euro IV vehicles as soon as practical, subject to funding.
- Subject to funding, audio-visual next stop announcements
- On board CCTV, ideally including forward-facing cameras

C2. Dates to implement these standards will be determined subsequently, using the Bespoke Variation Mechanism described in Section 5

### **Participation in ticketing schemes**

C3. Operators will use ticket machines that can issue and read QR codes, in order to participate fully in the schemes listed in Annex D.

### **Implement a Passenger Charter**

C4. Operators commit to develop and implement a Bus Passenger Charter, by a date to be determined subsequently, using the Bespoke Variation Mechanism described in Section 5

### **Use of standard stop names and unique numbers**

C5. When making registration changes, operators commit to use a common name for bus stops ensuring the NAPTAN database reflects that name and any naming conflict between the two is resolved. The same name should also be used in all public references to the stop, whether written or electronic.

C6. Operators commit to ensure that there is no duplicate numbering on any services that run in Medway.

## Tackling congestion

C7. Operators will work with Medway Council to identify where congestion has a high impact on bus reliability and through use of data consider reciprocal network benefits which could be offered up if improvements were delivered. Where highway network changes are made that result in resource savings as a result of faster journey times, operators will reinvest some of the benefit in more frequent services, new or newer buses, or other improvements of mutually agreed value in conjunction with local network reviews

## Other measures

To ensure that appropriate and up to date live information feeds to BODS and other real time systems cover all local bus services	Ties in with 4.8
To ensure that operators' websites clearly and accurately include all operated timetables and provide a link and promotion to the KCC "one stop shop" site	Ties in with 4.8
To ensure that all staff are fully trained in providing excellent customer service, and to operate services to high standards of service quality, commensurate with the quality of highway infrastructure in place to do so.	
Through high levels of operational management (e.g. vehicle contingency, network planning, scheduling, roadworks planning etc) work to deliver the highest possible levels of reliability and operational standards.	
To put passenger safety at the forefront of thinking with respect to operational / service management.	

## **Annex D Ticketing**

### ***This section may be varied using the Bespoke Variation Mechanism described in Section 5***

D1. The following tickets will be offered for sale and use on all local bus services:  
Discovery Ticket

D2. Operators running local bus services (except routes running only on schooldays) will apply to the scheme promoter to be part of the PlusBus scheme for Medway. The area of validity is shown on the PlusBus website.

D3. Operators will use their best endeavours to develop an all-operator ticket for use in the Medway area at the earliest opportunity. As a minimum, the ticket should be available in day and weekly versions, and available as paper or app purchase. All tickets will be QR coded, and the codes will be shared, so that all operators can issue and read the ticket.

D4. The Medway ticket is deemed to be a multi-operator travelcard (MTC) and therefore meets the requirements of the Competition Act 1998 (Public Transport Ticketing Schemes Block Exemption) Order 2001 (as amended).

D5. The pricing mechanism for the Medway ticket will be determined by the Enhanced Partnership Management Board, having due regard to competition law.



## **Annex E**

### **Aspirational service enhancements and fare changes**

***This section may be varied using the Bespoke Variation Mechanism described in Section 5***

E1. The Enhanced Partnership Management Board will determine where fare changes and service enhancements should be implemented, with a view to achieving one or more of the following purposes:

- securing improvements in the quality of vehicles or facilities used for or in connection with the provision of local services;
- securing other improvements in local services of benefit to users of local services; and
- reducing or limiting traffic congestion, noise or air pollution.

## Appendix 1

### Bus Service Improvement Plan targets

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured
Journey time	n/a	n/a	80%	Data from ABOD % of journeys on time at timing points Data from Sept 2021 All services – 70.4% 101- Gillingham- Maidstone-69.6% 132- Chatham- Hempstead- 68.4% 140- Strood- Chatham- 71.9% 145- Rochester- Chatham- 76.2% 166- Chatham- Lordswood- 70.7% 182- Twydall- Chatham- 65.1%
Reliability	n/a	n/a	98%	Data from ABOD Number of journeys run
Passenger numbers	8,060,018	8,022,306	8,000,000 Pre covid figure	Data from operators
Average passenger satisfaction	57%	58%	65%	NHT Survey (see below) – PTIB06 – measure of satisfaction with the local bus service overall.

#### *Passenger numbers*

No. of passengers (Medway area)

No. of passengers boarding at Chatham bus station

Percentage of shoppers travelling by bus to Chatham town centre

#### *Reliability*

Percentage of journeys operated

Percentage of journeys tracking

Percentage of journeys on time

Percentage of journeys late

Percentage of journeys early

#### *Euro engine standard*

Increase proportion of Euro V, and subsequent (or equivalent) buses in fleet.

#### *Roadworks on network*

No. of planned roadworks notified to bus operators

No. of planned roadworks not notified to bus operators

No. of emergency roadworks affecting bus operators

#### *Cleanliness and information*

Percentage of shelters cleaned (or number and target)

Percentage of Real Time Information displays working

OR %age of stops with information

## Appendix 2

### Glossary and Definitions

**Automatic Vehicle Location (AVL)** – means for automatically determining and transmitting the geographic location of a vehicle, allowing it to be tracked in real time.

**Bespoke Variation** – a means to vary the requirements of the Enhanced Partnership Scheme, described in Section 5, without invoking the full requirements of Section 138 of the Transport Act 2000.

**Bus Gate** – short stretch of road carriageway that is restricted to use by buses and (where specified) taxis and other authorised vehicles as indicated on appropriate signage on the approach.

**Bus Lane** – signposted lane, designated for use by registered local bus services and (where specified) taxis and other authorised vehicles, at the times also indicated by signage.

**Bus Lane Enforcement** – action taken to ensure that bus lanes and bus gates are used only by authorised vehicles. This is often carried out by using cameras to record unauthorised use, with the issue of civil penalties to offenders under section 144 of the Transport Act 2000.

**Bus Service Improvement Plan (BSIP)** – a document containing proposals to improve bus services, available to download at [www.medway.gov.uk/bsip](http://www.medway.gov.uk/bsip)

**CCTV** – closed circuit television system, whereby static or mobile cameras are used to record offences or for surveillance and safety and security purposes.

**CVRAS** – Clean Vehicle Retrofit Accreditation Scheme (CVRAS), a certification scheme for manufacturers of retrofit emissions reduction technology that will enable older vehicles to meet a higher standard of engine emissions.

**Enhanced Partnership Management Board** – the committee of operators and LTAs responsible for managing the Enhanced Partnership.

**Enforcement Camera** – roadside camera that records and produces suitable evidence of unauthorised use of bus lanes or bus gates for the Local Highway Authority to issue civil penalties under section 144 of the Transport Act 2000.

**EP Scheme Area** – area to which this EP Scheme document applies.

**Euro III/IV/V/VI** – a measure of engine exhaust standard.

**Euro VI equivalent standards** – Euro VI diesel bus or a bus with CVRAS approved technologies retrofitted to a diesel bus to reduce NOx and PM emissions and achieve Euro VI equivalent standards

**Facilities** – physical assets that are provided at specific locations along particular routes (or parts of routes) within the EP scheme area or new and improved bus priority measures. This is deemed for such purposes of section 138D(1) of the Transport Act 2000.

**Measures** – improvements with the aim of:

- Increasing the use of local bus service serving the routes to which the measures relate or ending or reducing a decline in their use; or
- Improving the quality of local bus service.

**Local Authorities** – prescribed under section 23 of the Local Government Act 2003.

**Local Highway Authority** – Local Authority with responsibility for the maintenance of highway infrastructure in its area (in this Enhanced Partnership, Medway Council).

**Local Transport Authority (LTA)** – Local Authority with responsibility for transport matters in its area (in this Enhanced Partnership, Medway Council).

**Medway Enhanced Partnership Plan** – document made pursuant to section 138A of the Transport Act 2000 and which is required to be in place for an EP Scheme to be made.

**Multi-Operator Capping** – common fares and ticketing product, applied across multiple bus operators, that will cap a user's travel cost according to the lowest price available for the journey or journeys made.

**Multi-Operator Ticketing** – common fares and ticketing product applied and accepted by multiple operators.

**Real Time Information** – using technology to track the location of buses in real time. Information is transmitted to bus stops or devices to indicate to passengers the predicted arrival time at a particular point.

**Registered Local Bus Service** – as set out in Section 2 of the Transport Act 1985.

**TRO** – Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places.

**Zero Emission Vehicle** – vehicle that emits no pollutants at its tailpipe.