



KCC Members  
Via email

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Dear Colleagues

You will of course be aware that there are a number of bus services being withdrawn across Kent which will have a big impact on some residents, particularly families who face the prospect of difficulties getting their child to school in September.

The transport sector is facing some exceptionally challenging factors - lower passenger numbers combined with expensive fuel costs, driver shortages and rising inflation affecting the cost of maintaining vehicles. These challenges are placing significant pressure on bus operators, making some services unprofitable for bus operators to run. In addition to this, Kent County Council is also having to reduce the amount of funding available to subsidise some routes.

I am writing to let you know about what we can and cannot do considering the current situation.

### What we can do

- We will make sure that children and young people for whom we currently provide free travel to and from school continue to have transport in September. We have a statutory duty to do so.
- We have published an [up-to-date list of all service withdrawals](#) to help parents find out if they might be affected.
- We will provide refunds to any parents who have bought a Kent Travel Saver bus pass which they can't use because services have been withdrawn or will be later this year.
- We are working closely with other bus operators to see if they can offer any services to those being withdrawn (while recognising that all operators are facing the same set of challenges).
- We will work with schools and parents if they want to fund their own services.
- We will signpost parents to the Kent Connected app which shows other travel options that might be suitable, such as car-sharing, cycling and walking routes.

## What we cannot do

- We are sorry that we cannot provide transport to and from school for children and young people who are not eligible for free school travel. We do not have the funding or a statutory obligation to do this and unfortunately have no other means to help families get their children to school.
- We cannot financially support services that are being withdrawn by bus operators – this would require a huge level of investment that we cannot provide.
- We cannot increase the level of our subsidies as we do not have the funding.
- We cannot insist bus operators continue to provide services as we do not have the power to do so.

As a local transport authority with good relations with our bus operators, we continue to work with them to try to find local solutions, but we are at a point where there is little more we can do without having significant additional funding.

We are making sure that residents are aware of the issue and have provided the single source of information about all service withdrawals across the network on **our website** – [www.kent.gov.uk/buses](http://www.kent.gov.uk/buses)

Please do contact our Public Transport team if you want to discuss further and they will do what they can to help.

Yours sincerely



Roger Gough  
**Leader of Kent County Council**  
**Member for Sevenoaks North and Darent Valley**