**Local Transport Learning Lessons – June 2021**

**External Stakeholder survey**

Dear Stakeholder,

The Local Transport Directorate within the Department for Transport (DfT) is currently undertaking a Lessons Learned exercise focussing on its response to the COVID-19 pandemic in order to assess what has happened during the period of time from March 2020 to now, considering what went well, what did not and what should be done differently in the future when responding to similar large scale events.

Input is being collated from colleagues who worked on the Directorate’s response internally and it is also important that we capture the views of Local Transport stakeholders outside of the Department. This will be vital in building a narrative about what has happened over the past year and in providing feedback which will lead to the development of a Lessons Learned report which the Local Transport Directorate can use to inform its future decision making and how it works with its key stakeholders.

Therefore, we kindly request that you take the opportunity to input into this valuable exercise and complete the survey below. In addition, we would be very grateful if you could send the survey on to the operators you represent to ensure we get the widest range of feedback.

The main focus about what has happened during the Directorate’s response to the pandemic will be on three key themes;

1. **Policy and decision making**
2. **Stakeholder engagement**
3. **Ways of working**

We would request that in your response to each of the questions in this survey you focus on;

* What happened and when
* What went well
* What did not go well
* What should be done differently in the future

If you are able to provide a response to this survey, please complete your answers to the eight short questions within this document below and return this to [craig.griffiths@dft.gov.uk](mailto:craig.griffiths@dft.gov.uk) by no later than **23 June.**

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| **Name of respondent** (please leave blank if you wish to remain anonymous**):** |
| **Question 1:**  **How did the Local Transport Directorate manage its response to the C19 pandemic?** |
| **Question 2:**  **Was your organisation (or the operators that you represent) sufficiently involved in meetings and given the opportunity to contribute views on the Directorate’s response to the pandemic?** |
| **Question 3:**  **Do you have a view on how effectively the Directorate has communicated with external stakeholders over the past year about its response to C19?** |
| **Question 4:**  **Was your organisation consulted on decisions made or updates to policy which impacted the sector and how effective do you think these were?** |
| **Question 5:**  **How effective were interventions made by the Directorate to support the Local Transport sector during its response to the pandemic (for example additional funding to support operators)?** |
| **Question 6:**  **How effective was guidance which was issued to industry by the Directorate during its response to the pandemic?** |
| **Question 7:**  **How did the actions of the Directorate affect the transport user during the pandemic?** |
| **Question 8:**  **Do you have any other views or comments which you would like to make about the Directorate’s response to the C19 pandemic?** |

**Thank you for completing this survey!**