

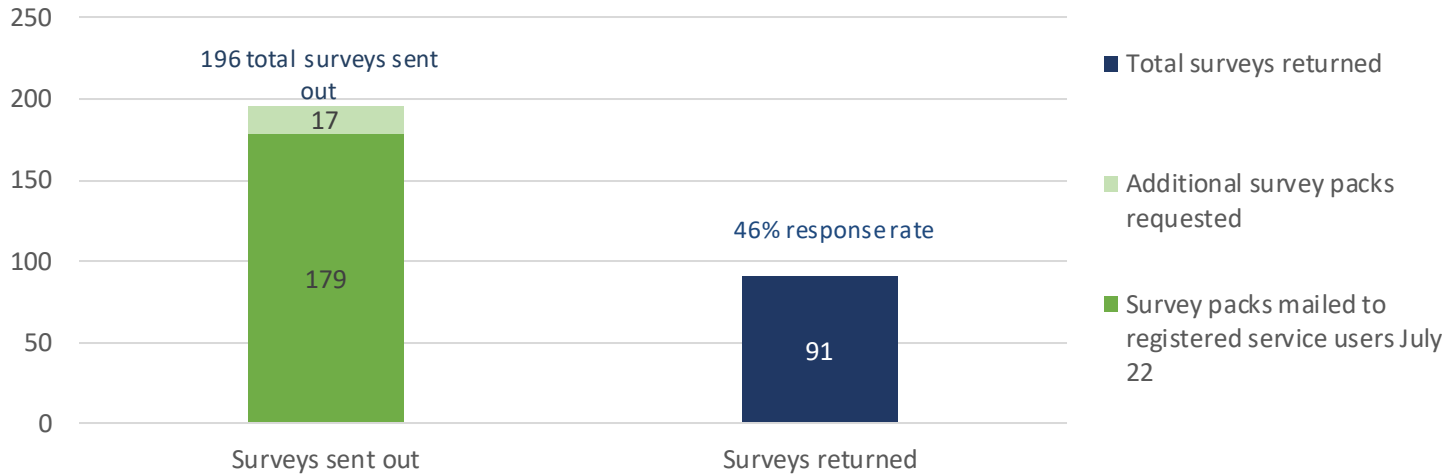
WHBC

Community bus service consultation summary

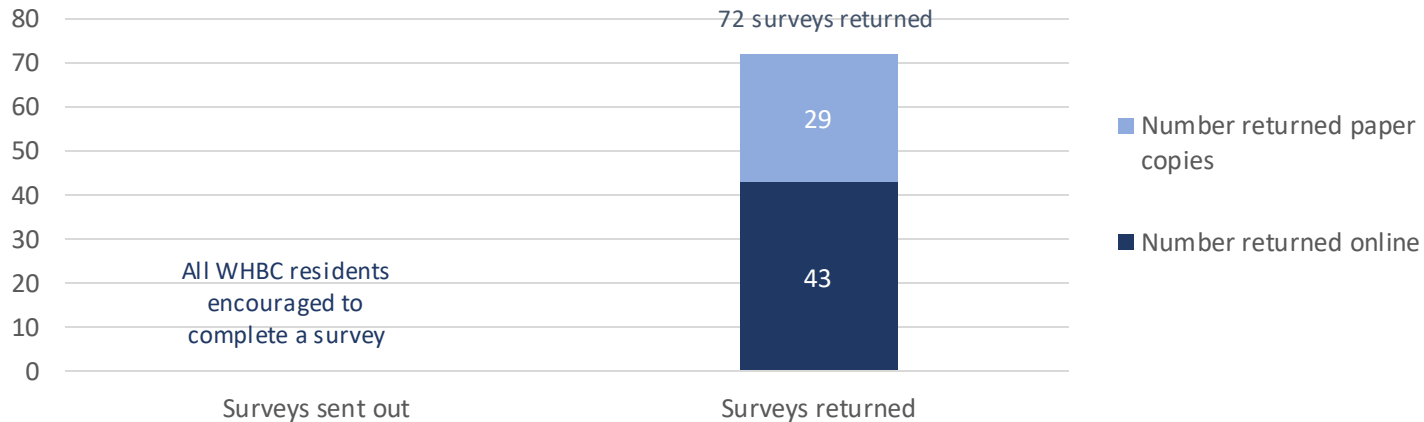
Summer 2022

Surveys sent and returned

Service user surveys



Resident surveys



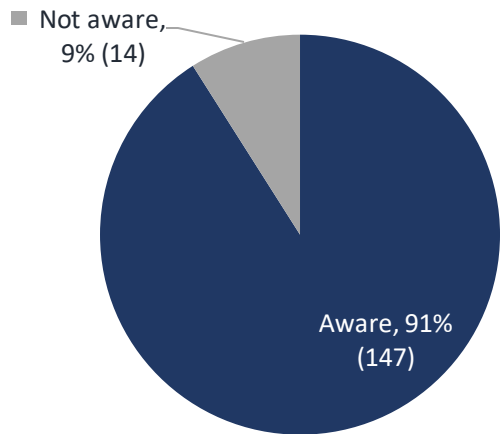
Key points

- Good response rate from service users at 46% with 91 surveys returned
- Resident survey responses are low and not statistically representative of WHBC population; 72 surveys returned

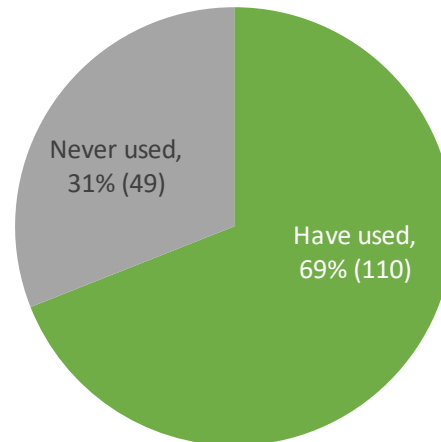
Total of 163 surveys completed

Awareness and usage of services

Awareness - Respondents fully aware/some awareness of transport services provided by WHBC



Usage – Respondents that are currently using or have used WHBC transport services



Usage – Respondents that are using, or have used, one or more of the transport services



Key points

- Awareness - Overall, 91% of respondents are either fully aware or have some awareness of the services provided.
- Usage – Overall, 69% of respondents are currently using, or have used one or more of the services.

Breakdown of usage per a service

Shopper Hopper

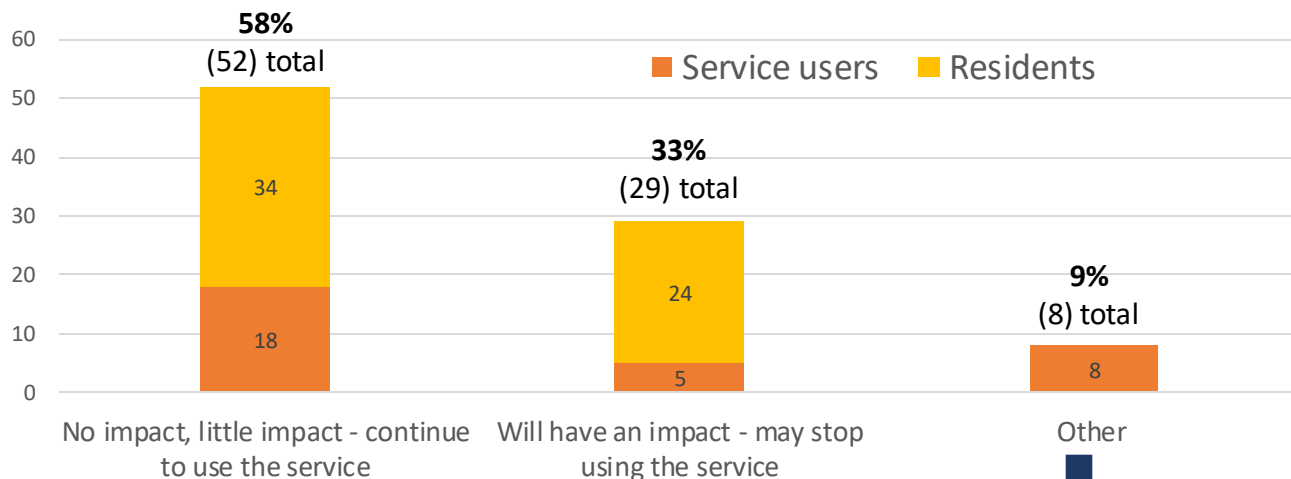
- ❖ Overall, 57% (91) of respondents are using or have used this service
- ❖ Service users - 34 (54%) use the service regularly/weekly, with 27(43%) using it every few weeks/monthly, and 2 (3%) using it less often

Jimmy Macs transport

- ❖ Overall, 30% (47) of respondents are using or have used this service
- ❖ Service users - 24 (85%) use the service regularly/weekly, with 4 (15%) less often

Transport service for Jimmy Macs activity centre

IMPACT – How would the proposed changes impact you?



Impact comments	
24 Residents	5 Service users
13 have used the service <ul style="list-style-type: none"> - 5 concerns. Loss of bus service - 4 concerns. Cost - 2 concerns. Loss of seeing friends - 1 concern. Reduce usage - 1 no comments 	5 have used the service <ul style="list-style-type: none"> - 3 concerns. Cost - 1 no concerns. Positive about the service - 1 concern. Would use it less
11 have never used the service <ul style="list-style-type: none"> - 8 concerns. Loss of service - 3 concerns. Cost 	

Other comments
8 Service users
<ul style="list-style-type: none"> - 4 no concern. general/positive - 2 concern. Cost - 1 no concern, will continue - 1 don't know

Key points Service users

- 58% (18) Service Users said they will continue to use the service, or use it less
- 16% (5) Service Users said they would stop using the service; comments show that 3 of these is due to the cost, 1 would use it less and 1 was positive about the service at Jimmy Macs
- 26% (8) Service Users selected other; comments show that 6 of these indicated no concern/impact with some positive comments about the value of the service for wellbeing and the support from the bus drivers. And 2 indicated a concern regarding increased bus fares and cost.

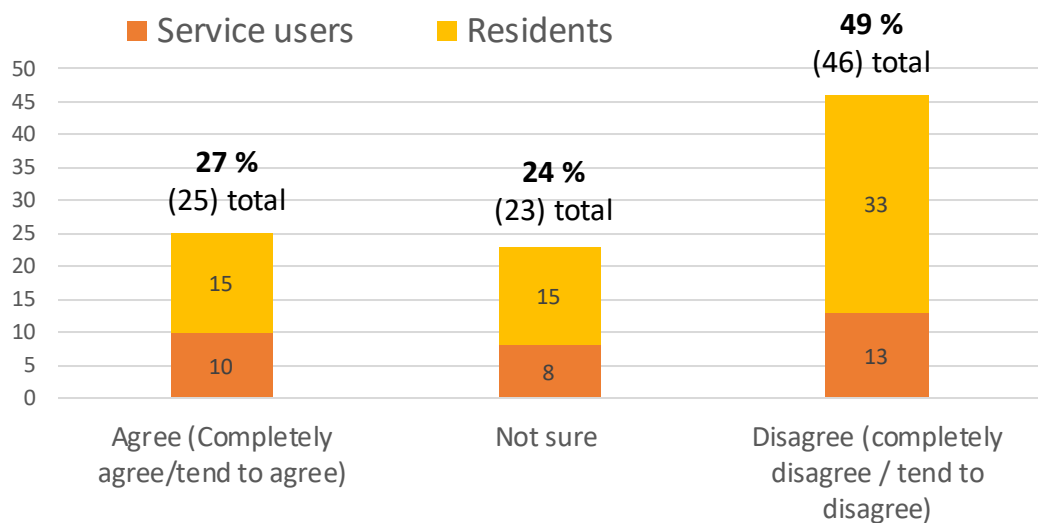
Key points Residents

- 59% (34) Residents said the proposal would have no impact on them
- 41% (24) Residents said the proposal would have an impact and comments indicate;
 - 13 of these have concerns that the service will be stopping, which is a misunderstanding and corresponds with the queries received from Jimmy Macs Charity who implied the same concern.
 - 7 of these have concerns about the different charges and the increased costs.
 - 4 have more general concerns regarding the loss of seeing the same friends on the bus, or reduced usage of the service.

Transport service for Jimmy Macs activity centre

VALUE FOR MONEY

Is the council right to look at other options ?



Key points on value for money

- 49% (46) respondents disagree and feel this option should not be looked at.
- 30 (51%) of Service Users are not sure if the proposal provides VFM, with 21 (36%) of Service Users think this proposal does not provide value for money

General comments/concerns about proposal?

Respondents were asked if they had any other comments or concerns about the proposals

Residents

33 comments, categorised as

- 11 general comments
- 11 concerned about impact of increased cost
- 3 positive comments about the service
- 3 concerned about loss of service
- 2 no concern, increase fares
- 1 no impact
- 1 impact on Jimmy macs charity
- 1 don't know

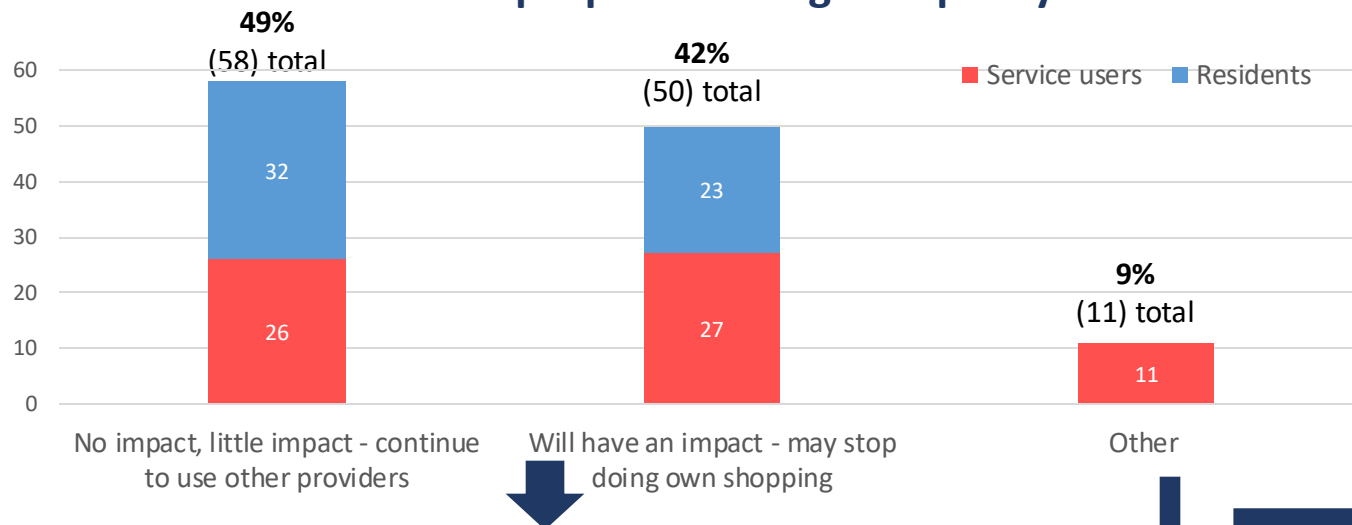
Service Users

22 comments, categorised as

- 7 positive comments about the service
- 5 concerned about loss of service
- 5 concerned about impact of increased cost
- 4 general comments
- 1 Impact will result in using the service less often

Shopper Hopper transport service

IMPACT – How would the proposed changes impact you?



Key points Service users

- 41% (26) Service Users said they will continue to use other providers, or use other providers less often,
- 42% (27) Service users said they would stop doing their own shopping. The main concern expressed with 19 comments is loss of service possibly impacting ability to do their own shopping and becoming isolated.
- 17% (11) Service Users selected other; comments show that 7 of these indicated again the concern is loss of service.

Key points Residents

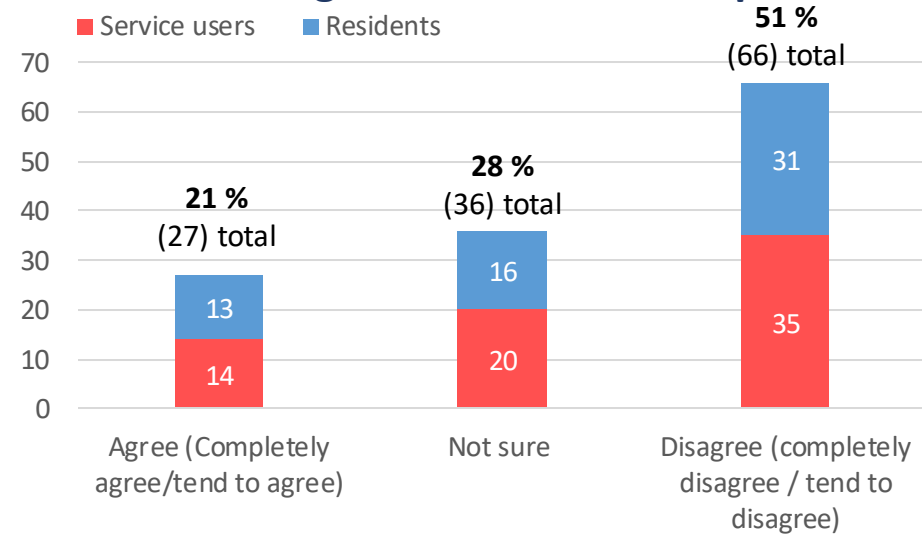
- 59% (32) Residents said the proposal would have no impact on them
- 41% (23) Residents said the proposal would have an impact and comments indicate main two concerns are;
 - 15 of these have concerns over the loss of service with no suitable alternative being available. The concern is the impact on isolation and wellbeing.
 - 3 concerns were regarding the cost of other providers.

Impact comments		Other comments
23 Residents	27 Service users	11 Service users
11 have used the service <ul style="list-style-type: none"> - 6 concerns. Loss of service - 2 concerns. Cost - 2 no comments - 1 no concern. general 	27 have used the service <ul style="list-style-type: none"> - 19 concerns. Loss of service - 3 concerns. Cost - 2 no concern. general/positive - 3 no comments 	<ul style="list-style-type: none"> - 7 concerns. Loss of service - 1 general - 1 concern. Cost - 1 concern, will use less - 1 no concern
12 have never used the service <ul style="list-style-type: none"> - 9 concerns. Loss of service - 1 concern. Cost - 1 general impact on Jimmy Macs - 1 no comment 		

Shopper Hopper transport service

VALUE FOR MONEY

Is the council right to look at other options ?



Key points on value for money

- 51% (66) respondents disagree and feel this option should not be looked at.
- 31 (59%) of Service User think this proposal does not provide VFM

General comments/concerns about proposal?

Respondents were asked if they had any other comments or concerns about the proposals

Residents

31 comments, categorised as

- 13 concern loss of service – no suitable alternative, loneliness
- 5 general comments/positive
- 3 concerns about increased costs
- 1 concern loss of service and cost
- 8 other comments/idea

Unused buses not sold	Need better signposting	Implement drivers' recommendations	Use smaller buses and electric
Consider villages more	Where is EQIA and budget info	Idea – print bus timetables in life magazine	Already lost service

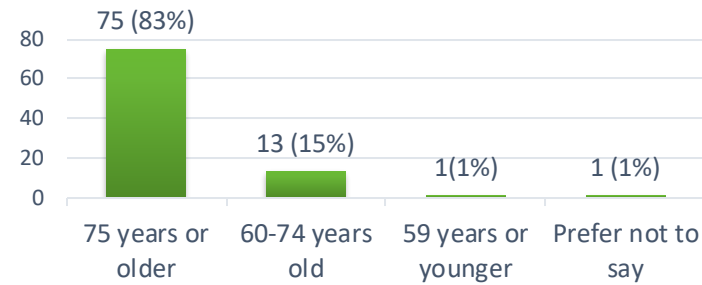
Service Users

64 comments, categorised as

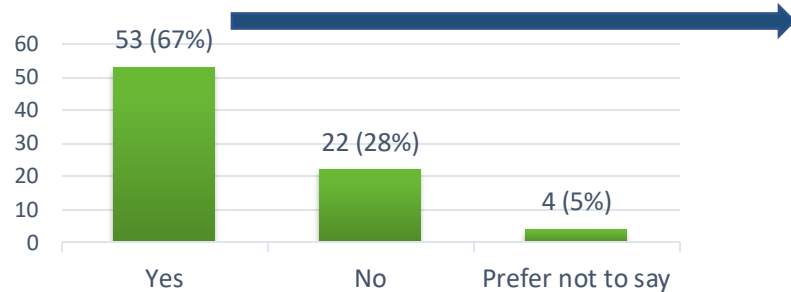
- 33 concerns loss of service – no suitable alternative, loneliness, relationship with drivers
- 16 concerns about increased costs
- 13 general comments
- 1 will continue to use
- 1 no concern uses day trips

Service Users who completed the survey

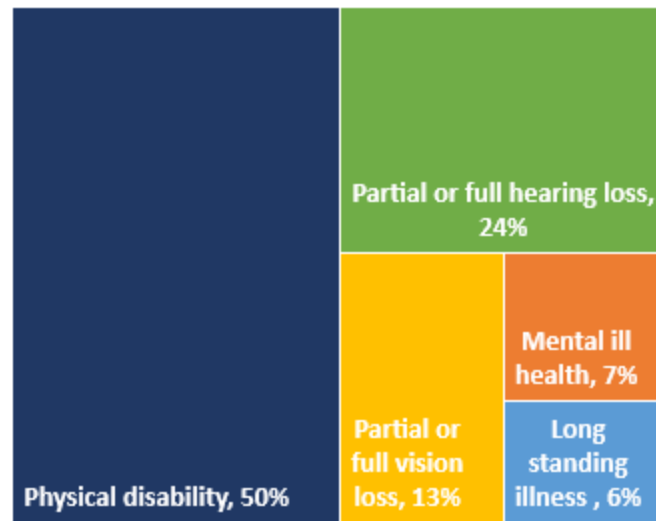
Age - Service users



Disability - Service users



Nature of disability- Service users

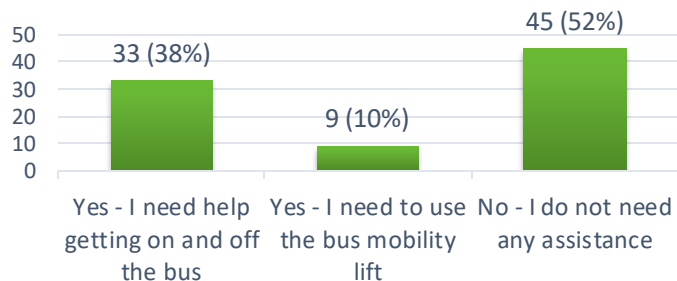


Ethnicity – Service users

White British Non-white british Prefer not to say



Assistance - Service users



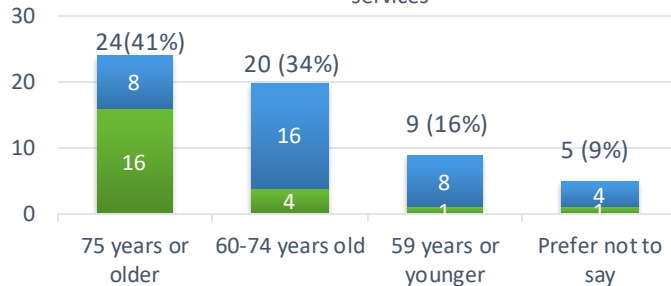
Key points

- Age – 98% (88) of service users are over the age of 60
- Disability – 67% (53) service users consider themselves to have a disability, with the three top nature of disabilities identified as;
 - 50% physical disability
 - 24% hearing loss
 - 13% vision loss
- Assistance – 48% (42) services users say they need some form assistance with getting on the bus
- Ethnicity – 92% (82) service users best describe their ethnic group as ‘White British’, with 4% (4) selecting ‘Black African’, ‘Asian Indian’, ‘White Irish’ and ‘Other white background’. 3% (3) selected ‘prefer not to say’
- Proposal and eligibility. The data shows that ten Shopper Hopper service users are under the age of 75 years with no registered disability. They would possibly be directly impacted with the proposal to use the alternative provider HCC dial-a-ride. The eligibility criteria for this service is 75 years plus or a permanent registered disability.

Residents who completed the surveys

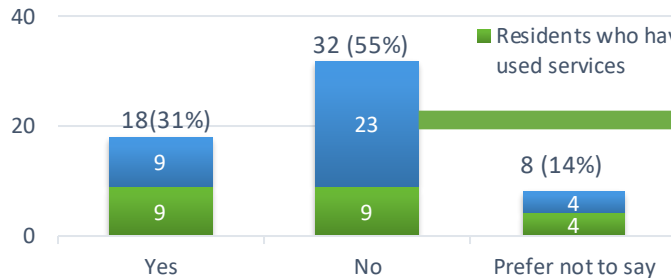
Age - Residents

■ Residents who have never used services
■ Residents who have used services

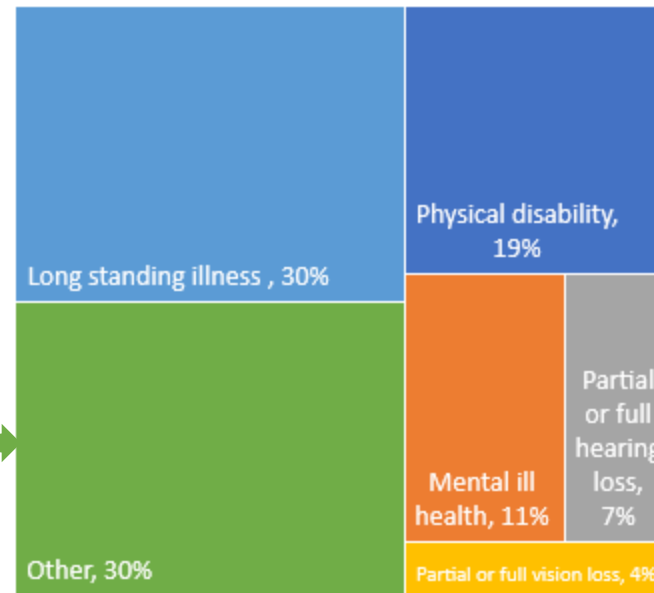


Disability - Residents

■ Residents who have never used services
■ Residents who have used services

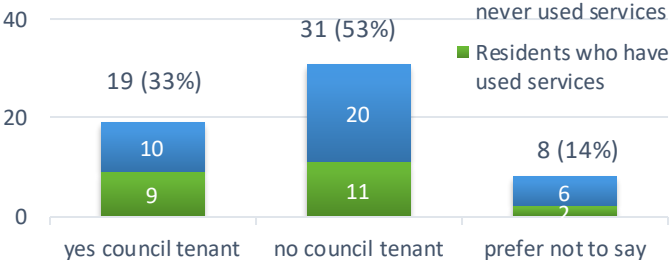


Nature of disability- Service users



Council tenant - Residents

■ Residents who have never used services
■ Residents who have used services



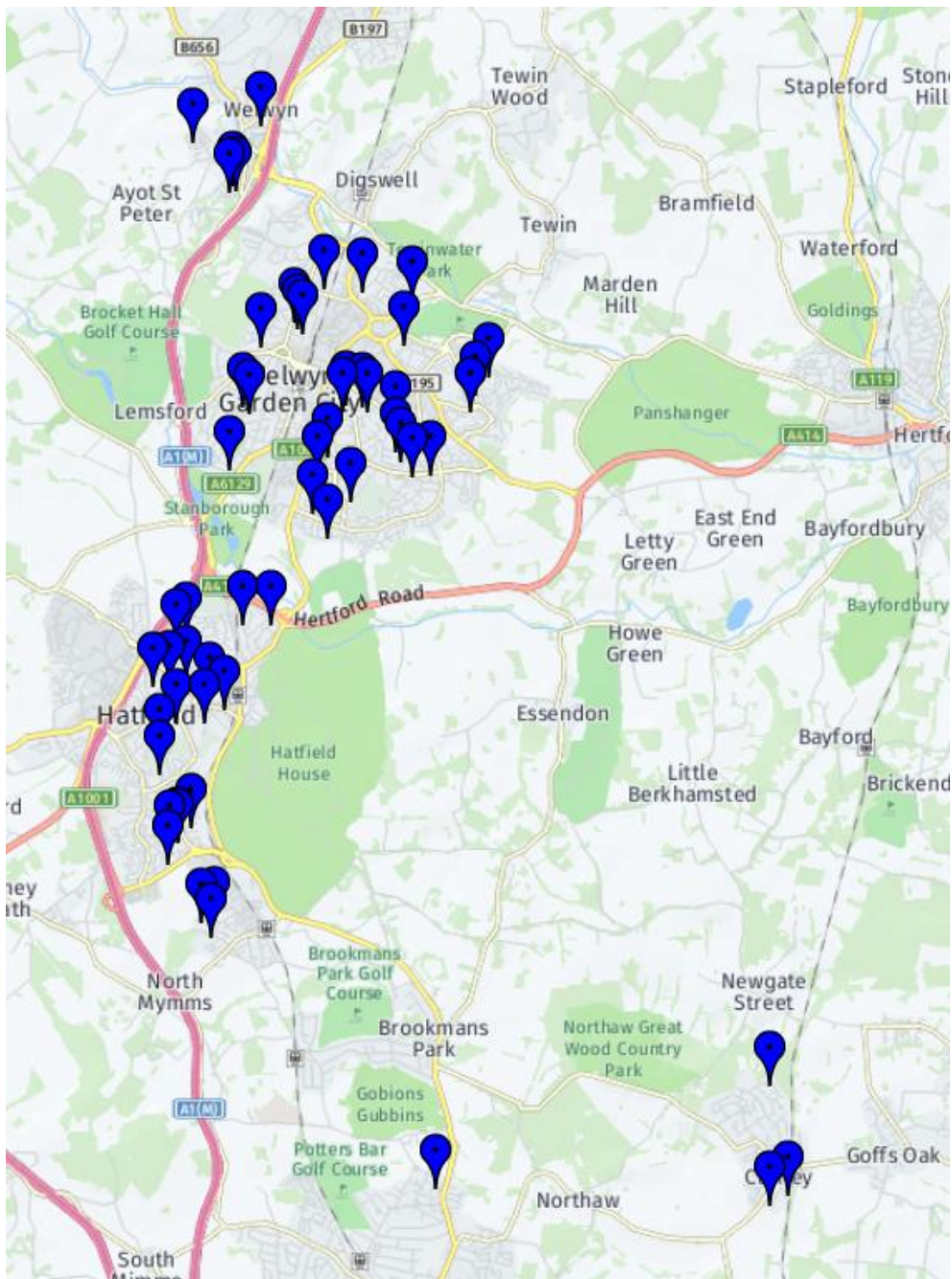
Ethnicity - Residents

■ White British ■ Non-white british ■ Prefer not to say



Key points

- Age – 74% (44) of residents are over the age of 60. 20 (34%) of these are residents that have used the services in the past.
- Disability – 31% (18) residents consider themselves to have a disability, with the three top nature of disabilities identified as;
 - 30% long standing illnesses, such as cancer
 - 30% other conditions
 - 19% physical disability
- Ethnicity – 84% (49) service users best describe their ethnic group as 'White British', with 3% (4) selecting 'Black African' and 'Other white background'. 12% (7) selected 'prefer not to say'
- Council tenants – 19 (33%) of residents that responded said they were council tenants, with the majority of 31 (53%) stating they are not.



Map of postcodes for service users that responded. Total of 76 respondents provided postcodes