

WELWYN HATFIELD BOROUGH COUNCIL
CABINET – 14 JULY 2022
REPORT OF EXECUTIVE DIRECTOR (FINANCE AND TRANSFORMATION)

COMMUNITY BUSES SERVICE REVIEW

1 Executive Summary

- 1.1 This report sets out the considerations, options and recommendations as part of the operational review of the council's Community Bus Service.
- 1.2 The review has been prompted due to the current fleet of buses nearing end of working life, and the changes in the level of demand for the service post-covid.
- 1.3 The project objectives were to consider the strategic implications for the council in delivering community transport and to review the future options, fundamentally ensuring value for money for the council and its resources.
- 1.4 The service is currently split into two main services:
 - a) Lunch Club at Jimmy Macs –community transport for residents across the borough to and from the lunch club service at Jimmy Macs (charity), held at The Hive Community Centre in Hatfield.
 - b) Shopper Hopper –community transport to and from different shopping supermarkets across the borough.
- 1.5 The current total number of users registered for the service is 174, with a total of 122 users using the service at the end of May 2022. The number of registered users only represent 0.4% of those residents within the borough who are either over the age of 60 or have a limiting long-term illness or disability.
- 1.6 The council pre-Covid pandemic offered a private bus hire service for day trips. This was ad-hoc and permitted when buses were available. The service was used by local community groups and the council's sheltered housing schemes for day trips. This service was heavily subsidised and is being run at a loss for the council.
- 1.7 This report sets out the details of the review and the options going forward.

2 Recommendation(s)

- 2.1 For the reasons set out in the report, it is recommended that Cabinet approves that a consultation with current service users and residents is commenced to seek views on:

- a) The proposal to move from direct delivery by the council into a partnership arrangement with Hertfordshire County Council (HCC) to enable delivery of the lunch club community bus service to Jimmy Macs at The Hive.
 - b) The proposal to cease direct delivery of the Shopper Hopper service, instead promoting the use of existing provision across the borough using the [Community Transport Herts](#) signposting service.
 - c) The proposal for the private hire bus service will not be resumed for the time being, and the future provision of the service is subject to the outcome of the consultation on core services as detailed in point 2.1 a and b above.
- 2.2 Subject to approval of 2.1, that a further report is brought to Cabinet setting out the findings of the consultation, and subject to the outcome of the consultation, to seek approval of the recommended proposals as set out above.
- 2.3 Cabinet to note that any cost savings resulting from the service review will be used to reinvest in other council services, including improving council tenant homes and support to community and voluntary organisations.

Explanation

3 Statutory and Strategic Implications

- 3.1 There is no statutory duty for the council to provide or enable a community transport service for its residents, and the council has provided the service under its general discretionary powers. There is a commitment by the council to support national and county strategies for the health and wellbeing of older people within the borough, and to help combat loneliness and social engagement.
- 3.2 HCC do not have a statutory duty to provide community transport. HCC do have a strategic vision to ensure a reasonable standard of access for all by appropriate transport to the key services of health, learning, work, food shopping and leisure.

4 Transport service to/from Jimmy Macs Lunch Club at Hive

- 4.1 This door-to-door service is currently provided by the council for four days a week (Tuesday to Friday). There are twelve 16-seater buses owned by the council, of which four of those are for the lunch club service. Users pay £3 for a return trip and the number of users per week in recent years are shown below.

	Users per week Feb 2020 (pre-covid)	Users per week March 2021 (Covid)	Users per week Mar 2022	Users per week May 2022
Jimmy Macs Lunch club	134	Not open	35	56

- 4.2 Three options have been explored in the review and the implications are detailed below:

- Option 1 – Ceasing the service
 - There are other transport providers in the borough, however the fares are unlikely to be the same as what the users are paying now. If this option is pursued, the council will be providing information to the service users information about alternative transport options (including the Community Transport Hertfordshire).
 - As the current financial subsidy provided by the council to sustain the service is estimated to be in the region of £60k per annum (equivalent to about £20 per user per return trip), if option 1 is chosen this will enable the same amount of money to be redirected to invest in other services on an ongoing basis.
 - The council will also receive a one-off capital receipt for the disposal of four of the buses (estimated to be £17k)

- Option 2 – Retain the service
 - This would have the advantage of providing direct support to Jimmy Mac Lunch club
 - The council will continue to subsidise the service at £60k per annum and this will increase should the cost of fuel increases further
 - The current fleet of buses are over twelve years old and not fit for purpose. After disposing four of the existing buses, two new buses will need to be purchased. This is likely to cost at least £80k each or £120k each if the electric option is taken. Therefore a capital investment between £142k - £222k will be required.

- Option 3 – Working with a partner to provide the service
 - HCC currently provides a dial-a-ride service. Officers have therefore approached HCC for an initial discussion to explore what the service would look like if it was provided by HCC.
 - The details of the service are summarised in the table below:

Lunch club Jimmy Macs	Current service provided by WHBC	Proposed service provided by HCC
<i>Days provided</i>	Tuesday to Friday.	Monday to Friday
<i>Timings at The Hive</i>	Drop off around 10.00	Drop off around 10.00 Pick up around 13.30

	Pick-up around 13.30	Exact times to be confirmed
<i>Membership criteria</i>	60 years plus or have a disability.	75 years plus or registered with a permanent disability. Any existing service users, who may be under the age of 75 years, transferring to the HCC scheme would be protected and could continue to use the service. Any new service users taken on after the transfer of the service would need to meet the new criteria of 75 year plus.
<i>Bus fares for a return trip</i>	Registration is free £3.00 for a return trip.	Dial a Ride membership is free £2.10 first mile plus £50p per a mile thereafter. This is per a single trip Example costs for a return trip: <ul style="list-style-type: none"> • Living within one mile £4.20 • Living three miles away £6.20 • Living five miles away £8.20

- As the existing user criteria is different, a financial grant in the region of £42k will need to be paid to HCC for the first year, in order for the existing registered users to be transferred over and for the service to be provided at a guaranteed time for the lunch club. The future amount of grant will be negotiated separately.
- It should be noted that HCC will be using their existing fleet of buses used for school transport.
- The council will not have any capital commitment to replace the fleet in future years and will be able to dispose of the existing four buses.

4.3 Recommended option for consultation with users and residents

- 4.4 Option 3 will enable the council to continue to support Jimmy Macs Charity in the form of a subsidised transport service at a reduced cost to the council, thereby enabling financial investment to be redirected to other services. It will also allow user to use the Jimmy Macs service over a five day period, rather than the current provision of four days. It is recommended that this option is included for consultation with users and residents.

5 Shopper Hopper

5.1 This door-to-door service is currently provided by the council to various supermarkets in the borough covering four days a week (Tuesdays to Fridays). There are eight 16-seater buses for the shopper hopper service, which are owned by the council. Users pay £5 for a return trip and the number of users per week in recent years are show below:

	Users per week Feb 2020 (pre-covid)	Users per week March 2021 (Covid)	Users per week Mar 2022	Users per week May 2022
Shopper Hopper	232	55	48	66

5.2 Three options have been explored in the review and the implications are detailed below:

- Option 1 – Ceasing the service
 - There are other transport providers in the borough, however the fares are unlikely to be the same as what the users are paying now. If this option is pursued, the council will be providing information to the service users information about alternative transport options (including the Community Transport Hertfordshire). The table below shows the alternative providers.

Service provider	Type of service	Example cost for a return trip if you live:		
		Within 1 mile	3 miles away	5 miles away
WHBC Shopper Hopper	Door to door minibus with mobility lift	£5.00	£5.00	£5.00
HCC Dial-a-ride	Door to door minibus with mobility lift	£4.20	£6.20	£8.20
Local volunteer car scheme service	Door to door car service. Some suitable for people with a disability. Charge 60p per mile from driver's home.	£2.40*	£4.80*	£7.20*
Intalink partnership between HCC and bus companies	Public bus. Set routes and bus stops. Assistance is provided if necessary.	*These examples are based on the driver living one mile away.		
Unobus service.	Set routes and bus stops.	Older and disabled persons bus pass. Service is free if live within the county		
		£4.80 for a day ticket to travel across Welwyn Garden City and Hatfield		

University bus service that is for everyone in the county.				
Taxi service suitable for wheelchair	Private taxi hire	Up to £12	Up to £17	Up to £24

- As the current financial subsidy provided by the council to sustain the service is estimated to be in the region of £80k per annum (equivalent to £22 per user per return trip), if option 1 is chosen this will enable the same amount of money to be redirected to invest in other services.
- The council will also receive a one-off capital receipt for the disposal of eight of the buses (estimated to be £36k).
- Option 2 – Retain the service
 - This would have the advantage of providing direct support to service users
 - The council will continue to subsidise the service at £80k per annum and this will increase should the cost of fuel increases further
 - The current fleet of buses are over twelve years old and not fit for purpose. After disposing eight of the existing buses, two new buses will need to be purchased. This is likely to cost at least £80k each or £120k each if the electric option is taken. Therefore a capital investment between £124k - £204k will be required.
- Option 3 – Working with a partner to provide the service
 - Initial discussion with HCC and one charity indicates that a grant of at least £30k in the first year will need to be provided to them in order to run the service. If the provider was HCC, the charge to the user will be based on the dial a ride service. The charity provider could potentially retain the current charge, however the discussion took place before the current marked fuel increase and it is likely that the council would need to pick up the capital investment of the fleet.
 - Also see the details set out in the Part II exempt report

5.3 Recommended option for consultation with users and residents

5.4 There is already a national bus concession scheme and that the bus routes are more likely to cover main shopping locations. Unlike the lunch club, where the meals are served at specific times of the day, the timing of the shopping trip is a personal choice for service users and that shops/supermarkets are open for longer hours throughout the day. Service users can already access alternative providers for arranging shopping trips in the week, it is recommended that the option for consultation is to cease the service.

5.5 Private bus hire

5.6 The private bus hire service in the 12 months up to February 2020 provided a total of 214 trips; 114 of these trips were for 15 local community groups, the remaining 100 trips were for the council's sheltered housing schemes. The service was not open for booking through the Covid pandemic and has not resumed since aside from four trips organised via the councils own sheltered schemes.

Private bus hire service trips	2019/20 number of trips	2020/21 number of trips	2021/22 number of trips	2022/23 number of trips
Local community group trips	114	0	0	0
Council's sheltered housing trips	100	1	0	4
Total trips	214	1	0	4
Private bus hire service charges a day	2019/20 charges	2020/21 charges	2021/22 charges	2022/23 charges
• For a bus and a driver	• £30.00	• £45.00	• £65.00	• £66.95
• For a bus (no driver)	• £30.00	• £45.00	• £45.00	• £46.35
• Charge per mile	• £1.00	• £1.25	• £1.27	• £1.50

5.7 There are currently suitable alternative coach and mini-bus hire services within the borough, and a local charity has been using such services for organised trips for several years.

5.8 The local community groups using the private hire bus service in 2019/20 shall be informed of the proposals in this report and the potential consequences for the provision of this service.

Implications

6 Legal Implication(s)

6.1 The explanation clarifies that there is no statutory duty for the council to provide or enable a community transport service for its residents and the council has provided this service under its general discretionary power.

6.2 However, as the council has provided these services over the past 10 years, the council is required to formally consult with any service users that may be impacted with any proposed changes. To encourage the consultation with service users to

be as meaningful as possible, it is proposed that the consultation period will be over a period of six weeks. Cabinet will receive the findings of the service user consultation and should conscientiously take into account these findings when reaching its final decision.

6.3 Section 149 of the Equality Act 2010 (the Act) requires that a public authority, in the exercise of its functions, must have due regard to the need to-

(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

(b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

6.4 Cabinet is to have due regard to the equalities implications set out in this report when coming to its decision.

6.5 See also the details set out in the Part II exempt report.

7 Financial Implication(s)

7.1 The anticipated financial efficiencies will depend on the final proposals taking forward and period of which they are implemented. Based on the last financial accounts in 2019/20, when full service was being delivered before covid pandemic, the net operating cost was £184k. The table below shows the level of financial subsidy in recent years.

Community Buses	2018/19 (pre-covid)	2019/20 (pre-covid)	2020/21 (covid)	2021/22 (covid)
Expenditure	£	£	£	£
Staff Related Costs	153,492	143,400	151,704	114,984
Vehicle Costs (Repair and operating)	76,947	86,946	42,025	35,294
Sundries (Stationery, memberships, etc.)	2,594	4,156	2,509	1,498
Total Expenditure	233,034	234,502	196,238	151,776
Income	£	£	£	£
Govt grant income (furlough)	n/a	n/a	-41,563	-9,566
Income from charges	-42,430	-50,493	-3,703	-16,571
Total Income	-42,430	-50,493	-45,266	-26,137
Net subsidy	£191,604	£184,009	£150,972	£125,639

7.2 The future net operating cost, based on the proposals in this report, is estimated to be £42k for the grant to HCC. The buses currently have a nil book value due to full depreciation but could attract an auction sale value of approximately £4.5k per bus after administration costs. Should we retain the service and purchase new buses, then depreciation and, if applicable, borrowing costs will need to be considered.

7.3 Also see the details set out in the Part II exempt report.

8 Risk Management Implication(s)

8.1 There is a risk to the council's reputation due to the possible impact on the proposal to change the community transport service.

8.2 Please also see the details set out in the Part II exempt report

8.3 There are financial risks as set out in this report, however reasonable judgement and assumptions have been made when assessing the options and detailing the high-level financial assessment provided.

9 Security and Terrorism Implication(s)

9.1 There are no security or terrorism implications linked to this report.

10 Procurement Implication(s)

10.1 All options comply with the Public Contracts Regulations 2015 and the Contractor Procedure Rules.

10.2 Section 12 of the Public Contracts Regulations 2015 enables the Council to make a direct award to another public body (Option 3 (enable through HCC)).

11 Climate Change Implication(s)

11.1 Where the service was to be retained for direct delivery, purchasing electric buses would reduce carbon emissions of the service. The suitability of electric buses would need to be considered fully, including availability of charging points and a hybrid approach with a mix of diesel and electric.

12 Human Resources Implication(s)

12.1 Please see details set out in Part II exempt report

13 Communication and Engagement Implication(s)

13.1 The review of the Community Bus Service recommendations have been shared with the staff and the management team within the service.

13.2 There will be a need to develop an internal staff and member communication and engagement strategy once decisions have been made on the proposals.

13.3 Consultation with service users is required and will be carried out after the decision from Cabinet as per the recommendations. The draft consultation for service users, and the service user engagement plan, is attached as appendix A.

13.4 After the formal consultation with service users, further engagement will take place once the decision on future recommendations has been made.

14 Link to Corporate Priorities

14.1 The subject of this report is linked to the Council's Strategic Aims:

- a) to *'review our services to ensure we are efficient, accountable, and accessible to our communities'*.

15 Equality and Diversity

15.1 An Equality Impact Assessment (EqIA) was completed on 10 June 2022 and the EqIA is to be assessed.

15.2 The EqIA at this stage of pre-service user consultation is suggesting two areas of potential negative impact for current service users with protected characteristics, being age and disability. This is based on the two proposals in this report.

- Age. Potential negative impact on any future users that choose to access services provided by HCC where the dial-a-ride criteria is applied. Any new user would need to meet the dial-a-ride membership criteria which is 75 years plus. The service criteria for the council currently is 60 years plus.
- Disability. With regards to the shopper hopper service if it was ceased, there is no guarantee that the signposted alternative providers could meet the new demand and this could have a potential negative impact on those with a disability.

15.3 A further EqIA will be completed after the formal service user consultation. Equalities data will be requested as part of the formal service user consultation, and this will be used to inform the second EqIA, with suggested mitigations (if any) upon any findings that may impact on any groups with protected characteristics.

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Date: 23 June 2022

Appendix A - Draft consultation for service users and residents, and FAQs.

Appendix A - Community Bus Service consultation

The following important information is about the community bus services we run.

What is happening?

As your borough council, we provide door-to-door community bus services for people aged 60 years or over, and for people of any age who find it hard to use public transport.

Without further investment, plus a large annual subsidy **or** a big increase in charges, we cannot continue to run them in the way we do now. We are asking for your views on how the services can continue in a way that offers better value for money for the council and/or the people using the service.

What services are affected?

There are two community bus services we are consulting on:

1. For people who use the Jimmy Macs lunch club at The Hive Community Centre in Hatfield
2. The Shopper Hopper service for people to go to local supermarkets

In the past we have also offered an ad hoc private hire service to some organisations. We are speaking directly to the small number of organisations who have used this service.

Why are you doing this?

We subsidise these services. In the last full year that they were running (i.e. before Covid) they cost the council £184,000. On top of this, the 12 buses we own will soon need replacing. To replace them would cost £80,000 for each new diesel bus, or £120,000 for each electric bus.

This would be a large investment for us. That is why we would like to consider other options that provide better value for money.

We are not required to provide community transport. The county council (HCC) already do this. **Any savings we make would be used to reinvest in other council services**, including improving council tenant homes and providing support to community and voluntary organisations.

Why am I being asked what I think?

You are being sent this consultation because you are registered as someone who uses our community bus services for either Jimmy Macs lunch club, the Shopper Hopper, or both.

We want to know how the proposed changes will affect you. Your feedback will help us decide what to do.

There are two parts to the consultation. Section One is for people who use the transport to the Jimmy Macs lunch club service. Section Two is for people who use the Shopper Hopper service.

Section One:**For users of the community bus service for Jimmy Macs lunch club**

If we continued to provide this service directly, **we would need to subsidise each user by around £20 for each return trip**

Instead, we are proposing to work in partnership with Hertfordshire County Council (HCC) who would deliver it as part of their county wide Dial-a-ride membership scheme.

There would still be a bus available for you to get to the Jimmy Macs lunch club, Monday to Friday.

The fares would be higher than those you are currently paying. Examples of how the changes might affect you are shown below.

Jimmy Macs lunch club	Current service provided by WHBC	Proposed service provided by HCC (Dial-a-ride)
Days provided	Tuesday to Friday	Monday to Friday
Timings	Drop off around 10.00 Pick-up around 13.30	Drop off around 10.00 Pick up around 13.30 Exact times to be confirmed
Member criteria	60 years plus or have a disability.	75 years plus or registered with a permanent disability. NOTE: any existing service users under the age of 75 would be protected and could continue to use the service under HCC.
Bus fares for a return trip	Registration is free £3.00 for a return trip.	Dial-a-ride membership is free £2.10 first mile, plus 50p per additional mile. This is per single trip. Example costs for a return trip: Living within 1 mile £4.20 Living 3 miles away £6.20 Living 5 miles away £8.20

Please read the enclosed FAQs for further background information.

**Section Two:
For users of the Shopper Hopper community bus service**

If we continued to provide this service directly, **we would need to subsidise each user by around £22 for each return trip**

The proposed option is for us to stop delivering the service, and to point people to other transport services that are already available for shopping trips.

The table below shows the other options and fares you might pay for a return trip to a supermarket. The best provider will depend on personal choice and needs.

Service provider	Type of service	Example cost for a return trip if you live:		
		Within 1 mile	3 miles away	5 miles away
WHBC Shopper Hopper	Door to door minibus with mobility lift	£5.00	£5.00	£5.00
HCC Dial-a-ride	Door to door minibus with mobility lift	£4.20	£6.20	£8.20
Local volunteer car scheme service	Door to door car service. Some suitable for people with a disability. Charge 60p per mile from driver's home.	£2.40*	£4.80*	£7.20*
Intalink partnership between HCC and bus companies	Public bus. Set routes and bus stops. Assistance is provided if necessary.	Older and disabled persons bus pass. Service is free if you live within the county		
Unobus service. University bus service that is for everyone in the county.	Set routes and bus stops.	£4.80 for a day ticket to travel across Welwyn Garden City and Hatfield		
Taxi service suitable for wheelchair	Private taxi hire	Up to £12	Up to £17	Up to £24

Please read the enclosed FAQs for further background information.

What next?

We would like your views on how the proposed changes to the community bus service might affect you.

The consultation is open from Monday 25 July and closes on Sunday 4 September 2022. Any feedback and suggestions provided will be considered before a final decision is made. We expect the final decision to be made at a Cabinet meeting in October or November 2022.

How do I take part in the consultation?

You can complete the survey included in this pack and return it to us in the pre-paid envelope.

If you have any questions about the consultation or need the information in a different format (e.g. an easy read version) please email contact-whc@welhat.gov.uk or telephone 01707 357770.

USER SURVEY

Community buses provided by Welwyn Hatfield Borough Council

User survey

Q1. Which service do you currently use?

- I use the community bus to attend the Jimmy Macs lunch club
(complete questions 2-5)
- I use the Shopper Hopper service (go to question 6)
- I use both services (complete both sections)

If you use none of these, you do not need to complete this survey. You can still have your say online at www.surveymonkey.co.uk/r/CommunityBuses

Transport for Jimmy Macs lunch club

Q2. How often do you use the transport service for Jimmy Macs lunch club? (Tick one)

- More than once a week
- Once a week
- 2 to 3 times a month
- Monthly
- Less often
- Never

Q3. How much do you agree with the following statement:

“The council is right to look at other options for transport to the Jimmy Macs lunch club that are better value and use the money they save to invest in other council services, including improving council tenants’ homes and providing support to community and voluntary organisations.”

- Completely agree
- Tend to agree
- Not sure
- Tend to disagree
- Disagree completely

Q4. How would the proposed changes to the transport for Jimmy Macs lunch club impact you? (Tick one)

- I would continue to use the service as often as I do now
- I would continue to use the service, but less often
- I would stop using the service

Other

Q5. Do you have any other comments or concerns about the proposal for the county council to provide the transport for the Jimmy Macs lunch club?

Shopper Hopper service

The following questions are for people who have used the Shopper Hopper service.

Q6. How often do you use the Shopper Hopper service? (Tick one)

- More than once a week
- Once a week
- 2 to 3 times a month
- Monthly
- Less often
- Never

Q7. How much do you agree with the following statement:

“The council is right to look at other options for the Shopper Hopper service that are better value and use the money they save to invest in other council services, including improving council tenants’ homes and providing support to community and voluntary organisations.”

- Completely agree
- Tend to agree
- Not sure
- Tend to disagree

- Disagree completely

Q8. What impact would it have on you if we stopped our Shopper Hopper service and you used other providers for your shopping trips? (Tick the option that best applies to you)

- I would use other providers for shopping trips as often as I do now
- I would use other providers for shopping trips, but less often
- I would stop doing my own shopping

Other

Q9. Do you have any comments or concerns about the proposal to cease the Shopper Hopper service and/or are there are things we have not considered?

About you

The following questions help us to understand the impact of the proposals on different individuals and/or groups of individuals.

Q10. How old are you?

- 75 years or older
- 60-74 years old
- 59 years or younger
- Prefer not to say

Q11. Do you require assistance to get on and off the bus? (Tick the option that best applies to you)

- Yes – I need help getting on and off the bus
- Yes – I need to use the bus mobility lift
- No – I don't need any assistance

Q12. Do you consider yourself to have a disability?

- Yes
- No (go to question 14)
- Prefer not to say

Q13. To be able to identify and respond to your specific needs, please tell us what kind of disability you have? (Tick all that apply)

- Physical disability
- Mental ill health
- Partial or full hearing loss
- Learning disability
- Partial or full vision loss
- Long standing illness or condition e.g. cancer
- No disabilities

Any other conditions _____

14. What is your ethnic group? (Choose one option that best describes your ethnic group or background)

White:

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other white background

Black / African / Caribbean / Black British:

- African
- Caribbean
- Any other Black / African / Caribbean background

Asian / Asian British:

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Mixed / Multiple ethnic groups:

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple ethnic background

Another ethnic group:

- Arab
- Any other ethnic group

Diversity Monitoring

Welwyn Hatfield Borough Council complies with the General Data Protection Regulation and The Data Protection Act 2018 when handling personal and sensitive data. The data provided will be securely held and only used for the intended purpose. Our privacy notice explains how we use

information about you and how we protect your privacy. Visit www.welhat.gov.uk/policies/privacy-notice for further information.

Q15. Which of these is most accurate?

- I am completing this form myself as the person who uses the service
- I am completing this form as a carer/family member on behalf of the person who uses the service

Other

RESIDENT SURVEY

Community buses provided by Welwyn Hatfield Borough Council

Online resident survey

Q1. Before today, had you ever heard of our community bus services?

- Yes, I know fully what these services are
- Yes, I have some awareness of these services
- No, I have never heard about these services

Other

Q2. Have you ever used any of our community bus services?

	Yes, I have used this service	No, I have never used this service
Transport to the Jimmy Macs lunch club		
Shopper Hopper bus		

Q3. [If answer = yes to either of the above] Have you received a hard copy of the consultation pack?

- Yes
- No

Q4. [If the answer = no] So we can send you a consultation pack, please provide your name and postal address.

Transport for Jimmy Macs lunch club

Q5. Will the proposed changes to the transport for Jimmy Macs lunch club have an impact on you? (Tick one)

- No, the proposed changes will not impact me

- Yes, the proposed changes will have an impact on me.

Q6. [If answer = yes] What impact will they have?

Q7. How much do you agree with the following statement:

“The council is right to look at other options for transport to the Jimmy Macs lunch club that are better value and use the money they save to invest in other council services, including improving council tenants’ homes and providing support to community and voluntary organisations.”

- Completely agree
- Tend to agree
- Not sure
- Tend to disagree
- Disagree completely

Q8. Do you think the proposal to work in partnership with HCC provides residents and tenants with better value for money? (Tick one)

- Yes
- No

Q9. Do you have any other comments or concerns about the proposal for HCC to provide the transport for the Jimmy Macs lunch club?

Shopper Hopper service

Q10. Will the proposal for us to stop the Shopper Hopper service and signpost people to other providers have an impact on you? (Tick one)

- No, the proposed changes will not impact me
- Yes, the proposed changes will have an impact on me

Q11. [If answer = yes] What impact will they have?

Q12. How much do you agree with the following statement:

“The council is right to look at other options for the Shopper Hopper service that are better value and use the money they save to invest in other council services, including improving council tenants’ homes and providing support to community and voluntary organisations.”

- Completely agree
- Tend to agree
- Not sure
- Tend to disagree
- Disagree completely

Q13. Do you think the proposal to signpost people to other providers is better value for money for residents and tenants? (Tick one)

- Yes
- No
- Not sure

Q14. Do you have any other comments or concerns about the proposal to stop the Shopper Hopper service?

About you

The following questions help us to understand the impact of the proposals on different individuals and/or groups of individuals.

Q15. How old are you?

- 75 years or older
- 60-74 years old
- 59 years or younger
- Prefer not to say

Q16. Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

Q17. [If answer = yes] To be able to identify and respond to your specific needs, please tell us what kind of disability you have? (Tick all that apply)

- Physical disability
- Mental ill health
- Partial or full hearing loss
- Learning disability
- Partial or full vision loss
- Long standing illness or condition e.g. cancer
- No disabilities
- Any other conditions _____

Q18. What is your ethnic group? (Choose one option that best describes your ethnic group or background)

White:

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other white background

Black / African / Caribbean / Black British:

- African
- Caribbean
- Any other Black / African / Caribbean background

Asian / Asian British:

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Mixed / Multiple ethnic groups:

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple ethnic background

Another ethnic group:

- Arab
- Any other ethnic group

Diversity Monitoring

Welwyn Hatfield Borough Council complies with the General Data Protection Regulation and The Data Protection Act 2018 when handling personal and sensitive data. The data provided will be securely held and only used for the intended purpose. Our privacy notice explains how we use information about you and how we protect your privacy. Visit www.welhat.gov.uk/policies/privacy-notice for further information.

Q19. Which of these is most accurate?

- I am completing this form myself
- I am a carer/family member completing this form on behalf of someone else

Other _____

Q20. Are you a tenant of this council?

- Yes
- No
- Prefer not to say

Transport to the Jimmy Macs lunch club

FAQs

Why are we proposing changes to the Jimmy Macs bus service?

If we continued to provide this service directly, **we would need to subsidise each user by around £20 for each return trip**

We would also need to buy two new buses. This would cost £160,000 for diesel buses or £240,000 for electric buses, and they would need to be replaced after 12 years.

We need to find a way of making sure people can still get to the Jimmy Macs lunch club in a way that offers better value for money for the council and/or the people using the service.

Is this just about saving money?

No. Any savings would be used to reinvest in other council services, including improving council tenant homes and providing support to community and voluntary organisations

What is happening?

We are proposing to change the provider of this service. We would work in partnership with Hertfordshire County Council (HCC) who would deliver the service as part of their county wide Dial-a-Ride membership scheme.

You would continue to use a bus as you do now to attend the Jimmy Macs lunch club.

Why are you proposing to do it this way?

A partnership with HCC is the best way of keeping a guaranteed transport service for the lunch club.

There would be a formal agreement between us and HCC for two buses running every weekday, every week. We would provide a grant to HCC for providing this service. For next year this would be £42,000. This agreement would be reviewed each year.

We think this option makes the best use of increasingly limited resources. The two buses that HCC will provide are used for school transport in the morning and later afternoon. The proposal means they would be used in the middle of the day when they are not usually in use.

Shopper Hopper

Why are we proposing the changes for the Shopper Hopper transport service?

If we continued to provide this service directly, **we would need to subsidise each user by around £22 for each return trip**

We would also need to buy two new buses. This would cost £160,000 for diesel buses or £240,000 for electric buses, and they would need to be replaced after 12 years.

This means we cannot keep the Shopper Hopper service going without a very large one-off investment, plus an annual subsidy **or** big price increases.

Is this just about saving money?

No. Any savings would be used to reinvest in other council services, including improving council tenant homes and providing support to community and voluntary organisations

What is happening?

We are proposing that the council stops delivering the service directly, and points people to transport services already available for shopping trips. The main ones are the Dial-a-ride service and a local volunteer car scheme, both funded by HCC.

What is Dial-a-ride?

HCC has been providing the Dial-a-ride service since the 1980s and people in other parts of the county have been using it for many years.

What else have we considered?

We have discussed with other organisations how a partnership could work.

For the service to provide one bus five days a week, it would cost the council at least £30,000, plus the cost of providing a new bus which is around £80,000 for a diesel bus

or £120,000 for an electric bus. We would also need to think about the future replacement of the bus and where this money would come from.

As there are already well-established providers who can support transport for shopping trips in the borough, we do not think this offers good value for money.