

Agenda Item No. 7(o)

**DERBYSHIRE COUNTY COUNCIL**

**CABINET**

**26 January 2016**

Report of the Strategic Director – Economy, Transport and Environment

**PROPOSED CHANGES TO COMMUNITY TRANSPORT SERVICES  
(HIGHWAYS, TRANSPORT AND INFRASTRUCTURE)**

(1) **Purpose of Report** To inform Cabinet of the results of public consultation on proposed changes to Community Transport services and to consider the way forward and to seek approval to carry out a new public consultation. The report also makes recommendations about the continuity of funding for the Wheels to Work scheme.

(2) **Information and Analysis**

**Context**

The Comprehensive Spending Review and associated Local Government Finance Settlement, announced in December 2015, provide clear indications of likely levels of Government support up to 2019-20.

The ability of the Council to fund services is influenced by a number of factors, one of the most significant of which is the availability of support from Government in the form of Revenue Support Grant (RSG). Throughout the current period of cuts in public sector spending, since the global financial crisis in 2008, the Government has consistently reduced its support to local authorities and by 2019-20 it is forecast by the Department for Communities and Local Government that the Council's support through RSG will have fallen to around £13m and the Council is expecting this support to end in totality in the following year (2020-21). By way of comparison the Council received £98.050m of RSG in 2015-16.

This will bring to an end decades of support to local authorities through the allocation of a large non-ringfenced Government grant; other, less significant, grant streams are also expected to reduce and some to end over the forthcoming five years. By 2021-22 it is envisaged the vast majority of the Council's funding will come from Council Tax and Business Rates, topped up by direct charges for services where appropriate.

The reduction in Government grants is only part of the problem faced by the Council; there are significant pressures, particularly in Adult Care which require the Council to allocate approximately £20m to that service alone in each of the next five years and probably around £15m a year thereafter. The pressures in Adult Care are a combination of additional cost arising from the Chancellor of the Exchequer's announcement about the introduction of a National Living Wage and increasing numbers of clients requiring support and the increasingly complex needs of those clients.

In mitigation, the Government have announced that councils will be able to increase their Council Tax by an additional 2% per annum in each of the next four years and there is provision for further payments to be received from the Better Care Fund, potentially reaching £25m per annum by 2019-20. However, neither of these measures will offset the pressures in Adult Care on an annual basis and are not available to help prevent savings being required in other service areas.

Overall, the Council's revised Five Year Financial Plan which is also on the agenda for approval at this Cabinet Meeting indicates significant cuts are still required from 2016-17 until 2020-21. This is in addition to cuts identified in the period 2010-11 to 2015-16.

## **Background Information**

### **Community Transport Public Consultation**

At its meeting on 7 July 2015, Cabinet approved proposals to consult on changes to Community Transport services (Minute No. 252/15 refers). These included proposals to:

- withdraw grant funding to Community Transport organisations for the provision of Dial-a-Bus services in June 2016;
- procure provision of a once-a-week Dial-a-Bus service to users' nearest supermarket or town centre through competitive tendering rather than grant funding from July 2016;
- increase fares for Gold Card holders from £2 to £3 for a return trip; and
- cease funding the aCTive travel scheme (access to healthcare service).

It was anticipated that, if implemented, these changes would have resulted in substantial savings, the exact amount depending on the outcome of the competitive tendering process.

Public consultation took place over an eight week period, ending on 13 September 2015, and nearly 1,000 responses were received. A majority of respondents disagreed with the proposal to scale-back the overall level of the Dial-a-Bus service, but opinions were more evenly divided on the idea of providing one service a week to the nearest supermarket or town centre.

There was support for increasing fares for Gold Card holders from £2 to £3 for a return trip, with around three-quarters of respondents saying that they agreed or strongly agreed with this proposal. The consultation also asked about the 'aCTive travel' scheme that helps people get to medical appointments and some two-thirds of respondents said that they disagreed or strongly disagreed with the proposal to end funding for the scheme. The results of the consultation are summarised in more detail in Appendix 1.

The Community Transport organisations that currently provide the services expressed concern about the need to consider the wider social impact of these changes. Whilst recognising the County Council's difficult financial position, they were also concerned about the pace of change and the need to allow sufficient time for them to adjust and find alternative sources of funding.

During the consultation period, a market awareness event was organised for community and private sector transport operators to draw their attention to the proposal to end the grant funding arrangements and to procure services through a process of competitive tendering. It was explained to participants that in view of the difficult long term financial outlook, it was proposed that, initially, any contracts would be for a period of no more than one year. The feedback from operators was that there should be 'a level playing field' to enable private and community transport operators to compete on equal terms and that procuring a transport service for one year only would not be attractive to new entrants to the market, not least because some operators would need to acquire specialist vehicles.

Following the end of the formal consultation, the County Council received a petition containing over 20,000 signatures which stated "*We oppose the proposed withdrawal of funding for Community Transport, shopping buses and healthcare travel by Derbyshire County Council*". This led to a debate at the Council meeting on 2 December 2015 which was attended by a number of people who use the existing service. The Council resolved, "*in the light of the huge amount of public support for the petition, this Council (1) recommends to Cabinet that it has regard to the petition when making decisions on Community Transport and (2) supports the public in ensuring the funding of Community Transport continues by informing the Government of the receipt of the petition and asking Government to provide additional funding*".

All Cabinet Members were present at the Council meeting and the Director of Legal Services has provided each Cabinet Member with a verbatim record of the petition debate.

A number of Derbyshire MPs also participated in a House of Commons debate on the issue on 16 December 2015. The value and importance of Community Transport services were recognised by several MPs, including

those from isolated rural communities. The MPs recognised the financial difficulties faced by local authorities and acknowledged the challenges of continuing to support Community Transport services. Requests were made for Derbyshire County Council to reconsider its proposals and allow additional time for the Community Transport organisations to review their services and seek alternative funding.

### **Equality Analysis**

The impact of the proposed changes to the Dial-a-Bus and aCTive travel services were considered in two separate equality analyses (see Appendix 2 and 3). These, together with the public consultation, showed that the proposed changes would affect some groups more than others: more women than men use the services; most of the passengers are older people; and more than half of those who responded considered themselves to be disabled. The last of these groups included a wide range of disabilities including people with impaired mobility, dementia and problems with hearing and eyesight.

***Dial-a-Bus*** - the analysis recognised that the proposed changes could make shopping more difficult for some people, for example, because they would have to do all their shopping in one trip or because they would not be able to get to all the services that they needed (e.g. opticians) if only one destination was served. The services also fulfil an important social function: people are given opportunities to get out and about, and to meet other people, and this contributes to their overall mental health and well-being.

***aCTive travel*** - the analysis of the proposal to end funding for this service confirmed that the people most affected would be those without an alternative, such as a friend or family member to help with transport; those who could not afford a taxi; people living in isolated rural communities; and those who needed additional support from the driver or passenger assistant. Loss of the service could make it more difficult for people to attend medical appointments. In some cases, this could mean that they would miss appointments and not get the essential treatment they need.

This report takes account of the response to the consultation, including the views expressed by passengers, Community Transport organisations and other interested parties and the Equality Analysis outcomes. It sets out proposals that address the concerns about the potential loss of the aCTive travel service and the need for more time to adjust to any new arrangements. However, in the light of the County Council's financial position, it is considered that the cost of the existing service is unsustainable and therefore it is considered the proposals to reduce Dial-a-Bus to a once a week service should be approved.

All communities in Derbyshire will be provided with a once-a-week service. Whilst journeys may start a little earlier or finish a little later than at present,

and there will be a reduction in both the frequency of service and choice of destinations offered, the service should help people to retain their independence and avoid the need to make alternative provision to meet their basic needs for access to food shopping.

### **Recent Developments**

When Cabinet considered the matter on 7 July 2015, it was thought that public health and other funding would be sufficient to support a reduced service for at least a year and possibly longer. The Government's Emergency Budget on 8 July 2015, however, has meant that the financial outlook has worsened considerably. The Budget included new costs that the County Council will need to find, including the implications of the National Living Wage, revised spending targets for later years, and confirmation of a commitment to keep Council Tax increases low. Of particular significance has been the in-year budget cut to public health funding which was intended to support the proposed reduced service which was the subject of the 2015 consultation.

These financial pressures are such that it is now considered that the proposals for a once-a-week Dial-a-Bus service, that formed the basis of public consultation, could not be sustained in the longer term. The difficulty that officers have sought to address is reconciling these financial pressures with the views expressed in the public consultation and the concerns highlighted by the equality analyses.

In addition, any changes to Community Transport services need to be considered alongside proposals affecting supported local bus services. A separate report to this meeting is seeking approval to consult on proposals to withdraw funding for supported bus services from October 2017 and introduce flexibly-routed Demand Responsive Transport services (sometimes referred to as 'DRT'). These services would be provided using modern fully accessible vehicles and would seek to be as inclusive as possible in meeting people's needs. Whilst DRT would not replicate the personal nature of the Dial-a-Bus service, it would be able to meet the needs of some of the existing users of Community Transport services.

### **Way Forward**

In the circumstances, it is considered that it is no longer appropriate to proceed with tendering for a once-a-week Dial-a-Bus service, as outlined in the July 2015 consultation proposals, at this time. The financial situation is such that it is now considered that consultation should be undertaken on proposals to withdraw funding for Dial-a-Bus services (including the flat fare scheme) with effect from 1 October 2017. A further report would be submitted to Cabinet on the outcome of that consultation to enable a decision to be made as to whether the Council should proceed with those proposals or not.

In the light of the views and comments expressed in the 2015 consultation, consideration has been given to ways of reducing the impact of the proposed changes. It is suggested that the impact could be mitigated by the use of reserves as follows:

- the continuation of grant funding to the Community Transport organisations until 30 September 2017, albeit at a reduced level;
- the continuation of annual funding for the aCTive travel service on an ongoing basis; and
- the introduction of new Demand Responsive Transport and 'aCTive travel Plus' services from October 2017, subject to the outcome of public consultation.

Further details are provided below, but in general terms the proposals seek to preserve some elements of the existing service, such as aCTive travel, whilst allowing the community transport sector more time to adjust to a substantially reduced level of funding. These arrangements could be funded from reserves on a one-off basis, but it should be noted that the funding will not be available to support services on an ongoing long-term basis.

A package of measures has been identified to mitigate the impact of budget reductions and manage the transition to a situation where spending on supported services could be substantially below current levels. The package of measures comprises an eight point plan:

- 1 Grants to the Community Transport organisations for Dial-a-Bus funding should be continued at a reduced level until 30 September 2017.** This level of grant funding will ensure that a once-a-week service can be offered in all areas of Derbyshire pending the introduction, subject to consultation, of a DRT service in October 2017. However, if the Council were to decide to continue supporting the Dial-a-Bus and related services after September 2017, these services would be procured through a process of competitive tendering. The proposed grant funding will constitute State Aid and will therefore require approval from the European Union (EU). Subject to obtaining that approval, payment to the Community Transport organisations for the first quarter (April to June 2016) would be made at the existing rate, with payment for the period 1 July 2016 to 30 September 2017 being made at 50% of the current rate. It is anticipated that the Community Transport organisations will work with the Council to facilitate the introduction of any changes to Dial-a-Bus services as soon as possible after April 2016. (Officer's Recommendation 10.3 (i)).
- 2 Funding to the Community Transport organisations for the aCTive travel (access to health care) will be continued at its current rate of £110,000 per year until 30 September 2017. Funding will be continued**

**at this level until 2019-20 following a review of the service and the introduction of competitively procured contracts with effect from 1 October 2017.** Funding to the Community Transport organisations until 30 September 2017 will be in the form of a grant. This will constitute State Aid and will require approval from the EU. The commitment to funding the scheme in the longer term will ensure consistency with the timescale for the proposed DRT service. It will also provide re-assurance to service users and enable providers to plan ahead more effectively. Outputs will be monitored to ensure the funding is used as effectively as possible. (Officer's Recommendation 10.3 (ii)).

- 3 The flat fare for Dial-a-Bus services will be increased from £2 to £3 for a round trip with effect from 1 April 2016 and the Community Transport organisations will retain the full revenue.** The value of this will depend on the number of passengers carried but, based on current levels of use, it can be expected to generate an additional £3,000 - £7,000 per year per organisation (twice this amount where two organisations have merged). The County Council's payment towards the cost of providing the flat-fare scheme will remain unchanged at £15,000 per year per organisation (again, twice this where organisations have merged). This payment will also constitute State Aid and approval will be needed from the EU. (Officer's Recommendation 10.3 (iii)).
- 4 Until September 2017, Community Transport organisations will retain the use of vehicles that have been supplied to them by the County Council.** A survey has recently been undertaken of the 27 vehicles that have been provided to Community Transport organisations by the County Council using Local Transport Plan capital funding. In order to ensure continuity of service, the Community Transport organisations will retain access to these vehicles until September 2017. This also constitutes State Aid and will require approval from the EU. A review of the use of these vehicles beyond September 2017 will be undertaken in consultation with the Community Transport organisations and other interested parties. (Officer's Recommendation 10.3 (iv)).
- 5 All grant funding for Community Transport organisations would end on 30 September 2017.** However, if the Council were to decide following public consultation, to continue supporting Dial-a-Bus services after September 2017, the services would be procured through a process of competitive tendering. Similarly, the aCTive travel scheme that it is proposed to continue after September 2017 (see 2 above) will be subject to a process of competitive tendering. This will seek to ensure that funding is targeted at those people in greatest need and to ensure transparency and the best possible use of public funds (Officer's Recommendation 10.4).

- 6 Subject to public consultation, to introduce a new service (referred to for now as 'aCTive travel Plus') from October 2017 for existing Dial-a-Bus passengers whose needs cannot be met by Demand Responsive Transport ('DRT') services (see 7 below).** It is envisaged that this could be developed as an extension of the existing aCTive travel service. It would be a pre-bookable, door-to-door service with passengers contributing to the direct transport costs, much as they do for the existing aCTive travel service. Funding at the rate of £125,000 a year would be available from 1 October 2017 to meet the costs incurred by the providers in managing the scheme. The service would be procured through a competitive tendering process (Officer's Recommendation 10.5).
- 7 Subject to the outcome of public consultation, it is proposed that the impact of withdrawing grant funding for Dial-a-Bus services should be mitigated by the introduction of new DRT services from 1 October 2017.** The DRT services would make use of modern wheelchair accessible vehicles and provide services on a pre-booked basis, most likely under an 'O' licence arrangement. The proposed services, which would be free of charge for Gold Card holders, could be attractive to some Dial-a-Bus passengers. For those people who would be unable to use the services, the new 'aCTive travel Plus' scheme would be offered (see point 6 above). This proposal and the associated consultation arrangements are described in more detail in a separate report to this meeting about changes to support for Local Bus services. (Officer's Recommendation 10.6).
- 8 Funding of £45,000 a year for the Wheels to Work scheme that helps people get access to work and training will be continued in 2016-17 and for a further three years.** Although this was not part of the recent consultation, there is merit in providing some financial security for the project and bringing the timescale into line with proposals in this report for funding the aCTive travel and the 'aCTive travel Plus' schemes, and in a related report on changes to local bus support being considered by Cabinet at this meeting. Funding from reserves will help to ensure continuity of funding for this project. This may constitute State Aid in view of the level of other public funds received by Wheels to Work and may require approval by the EU. (Officer's Recommendation 10.7).

The proposals outlined above would result in considerable change in the shorter term but would, subject to the outcome of the proposed consultation, provide stability of funding from October 2017 onwards, albeit at a level considerably below previous levels of spending. This stability of funding is essential in providing confidence for passengers, enabling transport operators to plan ahead and to offer competitive prices, and enabling officers to concentrate on maintaining and improving service provision.



It is not known to what extent Community Transport organisations, either individually or collectively, would be able to provide services in pursuit of their charitable objectives. It is reasonable to assume, however, that by making use of any surplus generated from their contract work, using their own reserves where available, and drawing on the income from other fund-raising activity, the Community Transport organisations should be able to provide a service to meet some of the needs and concerns identified in the 2015 consultation. In addition, by extending and continuing the grant funding, the Community Transport organisations will have a much longer period of time to plan ahead and, where possible, to identify alternative sources of funding.

The County Council currently has access to Department for Transport development funding of £277,386. This could be made available to organisations that come forward with practical and robust proposals to increase the effectiveness and level of output from the community and voluntary transport sector. These may be linked to the Total Transport Project that is investigating the scope for more integrated transport provision in rural areas. The project itself may identify other opportunities to mitigate adverse effects of the changes outlined above.

(3) **Financial Considerations** The proposed grant to each Community Transport organisation in 2016-17 and 2017-18 would be as shown below (2015-16 funding shown for comparison). Where two organisations have merged, the funding would be twice the amounts shown. This grant funding constitutes State Aid and approval from the EU will be needed.

<b>Per Scheme</b>	<b>2015-16 (£)</b>	<b>2016-17 (£)</b>	<b>2017-18 (£)</b>
Dial-a-Bus	113,847	71,154	28,462
Flat fare scheme	15,000	15,000	7,500
aCtive travel	13,750	13,750	6,875
<b>Total</b>	<b>142,597</b>	<b>99,904</b>	<b>42,837</b>

In 2016-17, the total cost of the proposed grant funding for the eight organisations would be £569,232 for the core Dial-a-Bus grant, £120,000 for the operation of the flat fare scheme and £110,000 for the aCTive travel scheme, making a total of £799,232.

In 2017-18, the total cost of the proposed grant funding for the eight organisations would be £227,696 for the core Dial-a-Bus grant, £60,000 for the operation of the flat fare scheme and £55,000 for the aCTive travel scheme, making a total of £342,696. If, following public consultation, it was decided to continue funding these services, they would be procured through a process of competitive tendering.

The total profile of proposed spending outlined in this report, subject to the outcome of the proposed consultation, would be as shown in the table below:

	2016-17 (£)	2017-18 (£)	2018-19 (£)	2019-20 (£)	Total over 4 years (£)
CT grant	569,232	227,696	0	0	796,928
Flat fare scheme	120,000	60,000	0	0	180,000
aCTive travel grant	110,000	55,000	0	0	165,000
aCTive travel tendered (est)	0	55,000	110,000	110,000	275,000
'aCTive travel Plus' (est)	0	62,500	125,000	125,000	312,500
Wheels to Work	45,000	45,000	45,000	45,000	180,000
<b>Total</b>	<b>844,232</b>	<b>505,196</b>	<b>280,000</b>	<b>280,000</b>	<b>1,909,428</b>

The cost of this programme can be met from £1,259,999 reserves and up to £171,398 per annum of remaining Economy, Transport and Environment revenue budgets.

It should be noted that this proposed spending programme is substantially different from the original proposal. In response to the 2015 public consultation and other considerations, this programme makes use of County Council reserves to fund the continuation of services such as aCTive travel and to manage the transition to any new funding arrangements that may be implemented following public consultation. The reserves, however, are only available on a one-off basis and they would not enable the programme to be continued on an on-going basis.

In 2015-16, spending on grants to Community Transport and Wheels to Work totalled £1,185,776. The proposals outlined in the table represent a substantial reduction in spending with the total spend reducing to £844,232 in 2016-17, £505,196 in 2017-18 and £280,000 a year thereafter. Use of reserve funding ensures that this spending profile can be achieved whilst still delivering agreed budget reduction targets.

**(4) Legal Considerations** The Authority has no statutory obligation to provide Community Transport services, however, Section 63(1)(a) of the

Transport Act 1985 requires the County Council to secure the provision of public transport services to meet local needs that would not otherwise be met. Members should satisfy themselves that the proposed changes set out in the report will enable the County Council to discharge that requirement.

The Equality Act 2010 provides that the Council should give 'due regard' to the need to eliminate discrimination, harassment and victimisation, and to advance equality and diversity, and foster good relations, in the exercising of its functions. This need for 'due regard' specifically applies to all nine protected characteristics set out in the Act, including age and disability.

Members will wish to carefully consider the potential detriment to protected groups identified in the equality analyses, particularly in relation to the Council's disability equality duty under the Equality Act 2010. Cabinet Members must carefully consider the findings of these analyses, as well as the consultation report with a view to considering whether in the light of the findings of the analyses it should go ahead at all or if further mitigating steps or monitoring should be put in place prior to making its decision on this issue.

In order to comply with EU Regulations on State Aid, it will be necessary to seek approval from the EU of a notification of the giving of State Aid by the County Council for some of the proposed funding as outlined in this report.

**(5) Equality and Diversity Considerations** Equality analyses were undertaken on the 2015 consultation proposals to reduce funding on the Dial-a-Bus service and to withdraw all funding from the aCTive travel scheme. These identified potential impacts which are outlined in the body of this report and, in more detail, in Appendices 2 and 3.

The recommendations in this report would continue to provide an aCTive travel service for a period of up to four years. This was one of the areas of concern highlighted in the responses to the 2015 public consultation and Equality Analysis.

Dial-a-Bus passengers, however, will be affected by proposals to withdraw funding for these services and, potentially, by related proposals to withdraw funding for supported local bus services as outlined in a separate report to this meeting. It is envisaged that the introduction of a Demand Responsive Transport service and a new aCTive travel Plus service could help to mitigate some of the impacts of these changes. These proposals will be the subject of further public consultation and an Equality Analysis.

**(6) Health Considerations** The health impacts of the 2015 consultation proposals were considered by Transport and Public Health officers. This identified some concern about the potential impact of these changes, particularly the possible loss of aCTive travel services that help people get to

medical appointments. The recommendations in this report seek approval to continue funding the aCTive travel scheme. The health impacts of the proposed changes to the Dial-a-Bus and other services will be the subject of further consideration and will be informed by the public consultation proposals outlined in the separate report to this meeting on changes to local bus support.

## Other Considerations

In preparing this report the relevance of the following factors have been considered: prevention of crime and disorder, human resources, environmental, property and transport considerations.

(7) **Key Decision** Yes.

(8) **Call-In** Is it required that call-in be waived in respect of the decisions proposed in the report? No.

(9) **Background Papers** Held on file within the Economy, Transport and Environment Department. Officer contact details – Steve Cannon, extension 38148.

(10) **OFFICER'S RECOMMENDATIONS** That Cabinet:

10.1 Notes the outcome of the 2015 public consultation, and the Equality Analysis undertaken on proposed changes to Community Transport services.

10.2 Agrees that a once a week Dial-a-Bus service be provided to users' nearest supermarket or town centre.

10.3 In the light of the response to the 2015 public consultation:

- (i) Agrees to continue to provide grant funding for Community Transport organisations for Dial-a-Bus services at a reduced level until 30 September 2017. The grant will include the operation of the flat fare scheme, and aCTive travel at existing rates and totals £799,232 in 2016-17 and £342,696 in 2017-18, subject to approval by the European Union (EU) of a notification of the giving of State Aid by the County Council.
- (ii) Approves funding for the continuation of the aCTive travel scheme for the period 1 October 2017 to 31 March 2020 at an estimated cost of £110,000 per year to be procured through a competitive tendering process.

- (iii) Agrees that fares for Dial-a-Bus services in 2016-17 should be increased from £2 to £3 for a round trip with effect from 1 April 2016.
  - (iv) Agrees that vehicles supplied to the Community Transport schemes by the County Council can continue to be used for Dial-a-Bus until 30 September 2017, subject to agreement by the EU and that a review of the future use of these vehicles should be undertaken.
- 10.4 Confirms that the grant funding arrangements to the Community Transport organisations for Dial-a-Bus and aCTive travel services will end on 30 September 2017 and that any services supported after that date will be procured through a process of competitive tendering.
- 10.5 Approves, subject to public consultation, funding for the 'aCTive travel Plus' scheme for the period 1 October 2017 to 31 March 2020 at an estimated cost of £125,000 per year to be procured through a competitive tendering process.
- 10.6 Approves the carrying out of public consultation on the withdrawal of funding for Dial-a-Bus services from 1 October 2017, and the proposed introduction of new Demand Responsive Transport and aCTive travel Plus services and notes that a further report will be submitted to Cabinet following completion of the consultation.
- 10.7 Approves funding for the Wheels to Work scheme for the period 2016-17 to 2019-20 at a cost of £45,000 per year.

**Mike Ashworth**  
**Strategic Director – Economy, Transport and Environment**

## **Tell us what you think about our proposals for community transport services**

Our proposals are that:

- every community in Derbyshire is offered one shopping bus service a week to a nearby shopping destination which may be a town centre or supermarket. It may run at a different time and on a different day to the service you currently get and be run by a different operator
- the flat-rate return fare for Gold Card holders is increased from £2 to £3
- county council funding for the aCTive healthcare travel service is withdrawn. Unless other sources of funding can be found this means the service will stop. Or if the community transport schemes can afford to carry on the service the cost of a journey to passengers may increase.

### **Dial-a-Bus**

Community transport services are for people with mobility difficulties unable to use mainstream public transport or for people living in rural areas where local bus services are more limited.

Dial-a-Bus (DAB) services - better known as 'shopping buses' - are currently run on behalf of the council by Derbyshire's six community transport schemes. DAB is a door-to-door service using wheelchair-accessible vehicles and with drivers who help carry shopping if needed.

Some areas currently have several shopping bus services a week which may go to different destinations. Other places may have just one. To see where you can currently travel to for shopping from the area where you live go to [www.derbyshirect.com](http://www.derbyshirect.com) or ask at your local community transport group.

## aCTive Travel

aCTive travel, run as Dial-a-Ride or Volunteer Car Scheme services, take individuals to GP surgeries, hospitals, clinics and other healthcare appointments.

Community transport schemes also run other services, like group travel, and their own trips, for example days out to places of interest. They also provide other services on behalf of the council such as to day centres and some luncheon clubs. These journeys will not be affected by any of our proposals.

Please tell us what you think of these proposals by filling in this questionnaire.

Closing date for responses is **midnight on Sunday 13 September 2015.**

A copy of the cabinet report is available on request from Elaine Wachlarz:  
elaine.wachlarz@derbyshire.gov.uk or 01629 536713

You can also complete this questionnaire online at: [www.derbyshire.gov.uk/shoppingbuses](http://www.derbyshire.gov.uk/shoppingbuses)

Q1      **What is your home postcode?**      927 given

Q2      **What is the town/village where you live?**      927 given

Q3      **Are you answering this questionnaire as...** (Please select **all** that apply)      %

a Derbyshire resident.....	88
a user of community transport shopping buses .....	68
a user of aCTive travel services to healthcare appointments .....	26
a Derbyshire resident who DOES NOT use community transport services .....	12
someone who works or volunteers for a community transport scheme .....	6
Other .....	8

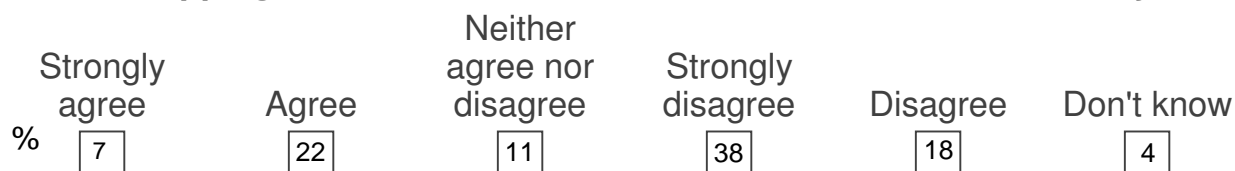
If Other, please specify:

## Your Views

### Dial-a-Bus - 'Shopping Buses'

The way the county council procures, meaning buys in, its shopping bus services in the future is also changing. It means other bus operators and not just community transport schemes will have an opportunity to 'win' the work. Because this process is less tried and tested than the way we currently do it, we cannot be accurate about how much money we will save, but it is likely we'll save around £500,000.

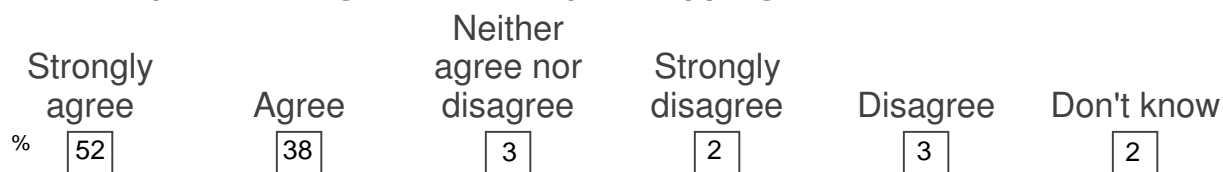
Q4 **How strongly do you agree or disagree with the proposal to reduce the overall shopping bus service so that it is consistent across the county?**



Q5 **If you Strongly disagree/Disagree, please say why:**

Comments were not necessarily relevant to Q4.  
 Many people stated how important the service was to them: it helped in maintaining their independence and was vital when no other form of transport was available to them.  
 The service was a lifeline and for many the only opportunity they had to see friends and socialise, particularly in the case of disabled and less mobile people. Some suggestion that rural areas should be provided with more opportunities to get to shops if they did not have any amenities in their village.

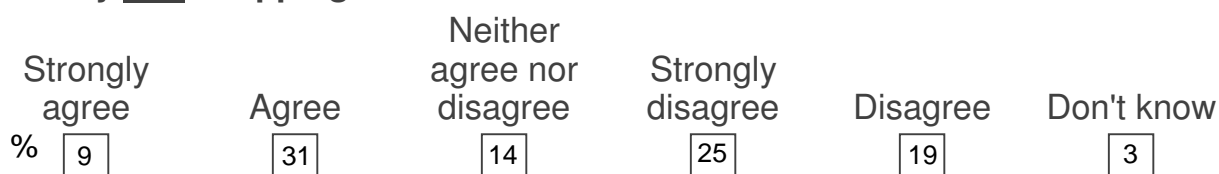
Q6 **How strongly do you agree or disagree with the proposal that every community/town/village is served by a shopping bus?**



Q7 **If you Strongly disagree/Disagree, please say why:**

Few respondents were in disagreement. Those who did comment had concerns that demand in some areas would not be met by one bus service a week, either the one vehicle would not be sufficient for the number of passengers or one service in rural areas would not be sufficient to meet peoples needs, particularly if there were no amenities in some village such as a local shop or post office. Resources should be targeted where there is most need.

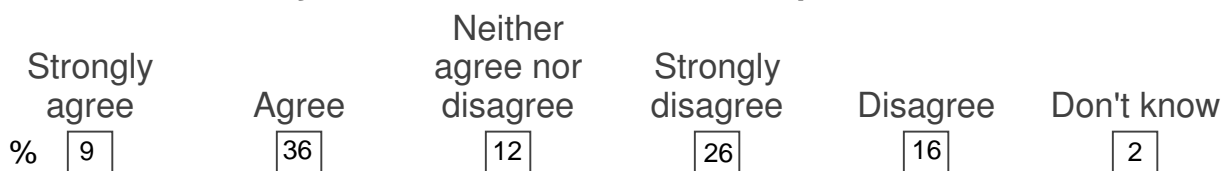
Q8 **How strongly do you agree or disagree with the proposal that communities get only one shopping bus service a week?**



Q9 **If you Strongly disagree/Disagree, please say why:**

The majority were concerned that one opportunity to get to a town/supermarket was inadequate and would not be sufficient to meet their requirements. Currently passengers have various opportunities to travel enabling them to visit the bank, doctors, post office, opticians as well as a supermarket. The once a week service may conflict with another appointment and the opportunity to shop that particular week would be lost, this would be an issue for those who wholly rely on the service. It would also lead to people being further isolated. Also concerns that demand may not be met with one bus. Needs to be sufficient resources targeted in areas with high demand.

Q10 **How strongly do you agree or disagree with the proposal that your only destination will be your closest town centre or supermarket?**





**Q11 If you Strongly disagree/Disagree, please say why:**

The closest destination may not have suitable shops, the destination should have a range of shops and facilities. Currently some villages have the opportunity to travel to various destinations on different days and times and many passengers have arranged their lives around the current services, any changes could cause them problems. The new proposal will limit choice for those reliant on the service and was seen as dictatorial and discriminatory.

**Before answering the next question please refer to the list of communities, towns and villages and proposed destinations which is attached to the back of this questionnaire**

**Q12 How strongly do you agree or disagree with the proposed destination for the place where you live?**

	Strongly agree	Agree	Neither agree or disagree	Strongly disagree	Disagree	Don't know
%	14	38	13	20	13	3

**Q13 If you Strongly disagree/Disagree please state why:**

Many suggested an alternative destination. Some suggested alternating destinations to satisfy everyone's needs. Variety was important, the same destination every week was limiting and may not be passengers first choice. Some shops are more expensive and some towns do not cater for elderly people's needs, for example, clothes and shoe shops.

**Q14 The County Council's proposals may affect the service you currently receive although it will still be a bookable, door-to-door service using wheelchair accessible vehicles. Which of the following changes would affect you?**

(Please select all that apply)

	%		%
Change of day .....	65	Length of journey .....	34
Change of time .....	44	Other .....	17

If Other, please specify:

Change in level/quality of service.  
Change of destination.

**Q15 If changes to your current service would affect you, please say why:**

The main concern was about any change in the day or time of the service. Passengers have planned their lives around their current service and change may conflict with appointments or carers. The length of the journey is important for many passengers and there is concern about the level and quality of the service. Many were accustomed to the level of support from the driver and transport provider and this familiarity was a comfort for passengers and their relatives, particularly affected will be those who either have little social contact or who have special needs.

**Q16 How strongly do you agree or disagree with the proposal to increase the flat-rate return fare from £2 to £3 for Gold Card holders?**

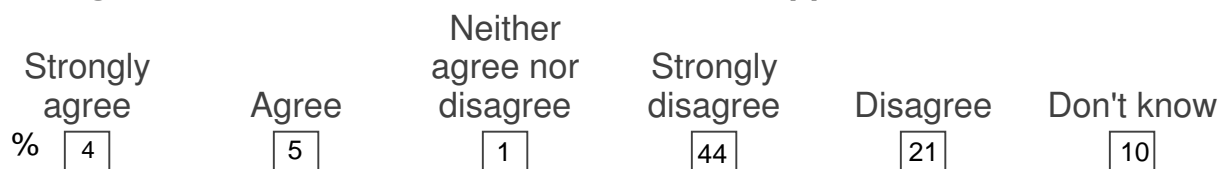
	Strongly agree	Agree	Neither agree nor disagree	Strongly disagree	Disagree	Don't know
%	25	51	16	4	4	1

**Q17 If you Strongly disagree/Disagree please say why:**

Very few disagreed and of those that did, it was on the grounds that public transport passengers could travel free if they had a Gold Card. An increase in cost may prohibit some pensioners from using the service and put unfair budgetary pressures on those people who are reliant on the service.

**aCTive Travel - Health Journeys**

**Q18 How strongly do you agree or disagree with the proposal to withdraw funding for aCTive travel services to healthcare appointments?**



**Q19 If you Strongly disagree/Disagree please say why:**

The majority disagreed with the withdrawal of the service because it is essential for vulnerable people. Passengers and their relatives are reliant on the aCTive Travel service because they are assured of a trustworthy, caring and reliable service. The accessible vehicle and the personal support is essential for very elderly people needing someone to wait with them during their appointments. For many people it is the only way they can access health care and they maintain the service should reduce home visits and reliance on NHS transport. There are issues about the lack of alternative services in rural areas and the high cost of taxis.

**Any other comments**

**Q20 If you have any other comments to make on the proposed changes, for example suggestions on how the service could be funded or run differently or other destinations you would like to go to, please state here:**

Many people suggest alternative destinations or different destinations on alternative weeks; as funding is limited they are appreciative of at least a service every week and are prepared to contribute more than the proposed £3. There are various suggestions about funding alternatives such as payment on met needs or being more creative when planning a county wide transport network. Recognition of the additional benefits of the services, giving people their independence and it being a big part of their lives both out of necessity and socially.

**About You**

**The following questions are about you and will help us understand the views of different demographic groups of people living in different areas of Derbyshire**

**Q21 Are you male or female?**

Male ..... 22 % Female ..... 78 %

**Q22 What was your age at your last birthday?**

Av.75 yrs

Q23 **A disabled person is someone who has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities. Do you consider yourself disabled?**

Yes .....  %    No.....  %

Q24 **If you do consider yourself disabled, what type of disability do you have?**  
(Please select **all** that apply) %

Disability affecting mobility .....	<input type="text" value="83"/>	A learning disability .....	<input type="text" value="3"/>
Disability affecting hearing .....	<input type="text" value="29"/>	Other .....	<input type="text" value="11"/>
Disability affecting vision .....	<input type="text" value="24"/>		

If Other, please specify:

Q25 **What is your ethnic group?** %


White .....	<input type="text" value="99"/>	Black/Black British.....	<input type="text"/>
Mixed.....	<input type="text"/>	Chinese .....	<input type="text"/>
Asian/Asian British .....	<input type="text"/>	Other .....	<input type="text" value="1"/>

If Other, please specify:

**If you would like to be kept informed of the Community Transport review and how this may affect you in the future, please provide your contact details below:**

Q26 **What is your name?**

Q27 **What is your full address?**

 We will treat all information that you give in the strictest confidence. We will only use your personal information for the purposes of providing community transport services

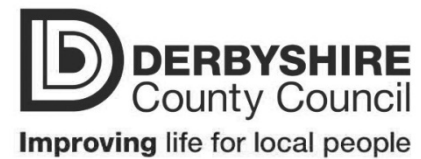
**Thank you for completing this questionnaire**

Closing date for responses is Sunday 13 September 2015. Please return your survey by:

- handing it in at your local community transport group
- handing it in at your local library
- posting it, free of charge, to: Derbyshire County Council, FREEPOST, Business reply services DY76, County Hall, Matlock DE3 3AG.

# Derbyshire County Council

## Equality Analysis



Department	Economy, Transport & Environment
Service Area	Dial-a-Bus Services (Shopping Buses)
Changes or proposals	<p>Proposals:</p> <ul style="list-style-type: none"> <li>every Derbyshire community, town or village gets one Dial-a-Bus 'shopping bus' service a week to a nearby destination which may be a town centre or supermarket. For some people this may be a reduction in service from three or four, to one, service a week. The destination, day and time could also change</li> <li>to increase the flat-rate return Gold Card fare from £2 to £3. Gold Card is Derbyshire's English National Concessionary Travel Scheme (ENCTS) pass for older people and younger people with certain disabilities. It provides free, off-peak weekday bus travel and anytime travel at weekends and on Bank Holidays on local buses throughout England</li> <li>to procure these services through competitive tendering meaning they could be run by operators other than Community Transport (CT) Schemes.</li> </ul>
Chair of Analysis Team	Steve Cannon
Date of Analysis	December 2015
Version	4

## 1. Prioritising what is being analysed

### a. Description of current service arrangements

#### **Service Description**

Six (originally eight) Community Transport (CT) schemes have been providing Dial-a-Bus (DAB) 'shopping buses' throughout Derbyshire for around 30 years. These services are for passengers unable to use mainstream public transport because it is limited or because of their mobility difficulties. A typical passenger is elderly, unable to walk to their nearest bus stop or to board a conventional bus without help.

A standard DAB service is door to door, collecting people from their homes, taking them to shopping centres and central locations in towns. Passenger assistants can be made available and drivers provide help with shopping if needed.

A typical vehicle is a 16-seat wheelchair-accessible minibus. However, for safe legal operation, the maximum seating capacity is usually 12 seated passengers to accommodate 2 passengers in wheelchairs as well as all the passengers' shopping.

DAB services are semi-scheduled and demand-responsive, meaning they don't have to run if there is little or no demand and they can be more flexibly-routed than registered services. Sometimes they may carry two or three passengers but more often between 12 and 16. If demand is high, duplicate vehicles can be provided either on the same or an alternative day.

Current destinations, days and times of services, are offered based on passenger preferences over the years. In some areas there is just one preferred local destination, in other parts of the county there may be three or four. In addition, fortnightly or monthly shopping trips may be offered to other destinations further afield.

This inconsistency is a result of how services have developed over the years, in part due to greater levels of funding but also due to the geography of the county. In more densely populated areas with higher demand it has sometimes only been possible to offer one service a week; while in more rural areas with fewer passengers there is often capacity to offer more services and greater choice of destinations.

Currently there are 158 DAB services a week, providing more than 95,000 passenger journeys a year – a passenger journey being one way – to 1,200 registered users. Gold Card holders pay a flat-rate £2 return fare. Other passengers are charged the equivalent of a public transport fare.

DAB services make an important contribution to the county council's priorities by helping to maintain people's independence, reduce social isolation and improve wellbeing. Services meet needs in rural areas where public transport is limited and for many people it is their only opportunity to get out of the house, meet with people and get to amenities on their own without the need to rely on friends or family members.

#### **Funding**

CTs are registered charities and companies limited by guarantee. They operate with a mix of paid and volunteer staff including a voluntary Board of Trustees/Company Directors.

DAB services are run under a Section 19 Standard Permit (Transport Act 1985) meaning they operate on a not-for profit basis.

CT schemes are currently grant-funded to deliver DAB through a Grant Funding Agreement with

Derbyshire County Council (DCC). This has been the arrangement since the early 1980s. Until 2015/16 each scheme received £167,427 per annum.

In 2015/16 financial pressures necessitated a reduction in grant funding from DCC to £129,972 per annum. However public health funding and agreement from the CTs to find ways of either making efficiency savings or using money from reserves meant services could continue at the same level. For the forthcoming financial year, other sources of funding previously secured from Clinical Commissioning Groups and the Public Health Resource Fund, are no longer available.

In recent years CT schemes have reviewed their DAB services in an effort to operate more efficiently. Some have amalgamated services to make more effective use of resources and reduce cost; others have reduced travel opportunities and transferred longer distance shopping locations into day trips where passengers pay higher fares.

## b. Details of proposals or changes

### **Background**

DAB is a non-statutory service so there is no obligation for the county council to provide or support its provision; due to budgetary pressures on statutory services the current expenditure of £1,030,776 on DAB must be reviewed.

If budget savings in the council's Financial Plan were implemented in full, council funding for DAB would stop from 1 April 2016, meaning the level of service would shrink to a fraction of its current level. Remaining services would have to be provided by the CTs in pursuit of their charitable aims, potentially meaning a very uneven pattern of service across the county.

An alternative approach was put forward based on a reduced level of service that would provide a consistent level of service across Derbyshire. This was the subject of an eight-week consultation from 20 July to 7 September 2015.

### **Proposals and Changes**

The proposals were that:

- Every community, town or village gets one service a week to a nearby town centre or supermarket. For some passengers this could mean fewer services, a different destination and a change of day or time of service.

Potentially these services could be less convenient and not fit with existing commitments.

- The flat-rate return fare for Gold Card holders would increase from £2 to £3.

This could cause greater financial difficulty for some passengers but generate additional income towards running costs.

- Services be procured through competitive tendering meaning they could be run by an operator other than the current CT scheme.

This process could provide better value for money. Because the council has less experience of procuring DAB in this way it is hard to estimate the cost of the new service but it is anticipated savings of around £500,000 could be made.

DAB is a personalised service and quality standards would be enshrined in the tender specification.

CT schemes unsuccessful in winning tenders would see a considerable reduction in income. To remain viable it is likely they would need to adopt new business models.

### c. Rationale for proposed changes

#### **Background**

Unprecedented Government cuts – the authority must make savings of £157m by 2018 – are affecting all service areas.

DAB is non-statutory and Section 63(1)(a) of the Transport Act 1985 “requires the council to secure the provision of public transport services to meet local needs that would not otherwise be met”.

Budgetary pressures, including diminishing funding from the health sector over the last few years, means the council cannot continue to provide the same financial support for DAB as in previous years. Until 2015/16 each scheme received £167,427. In 2015/16 financial pressures necessitated a reduction in grant funding from DCC to £129,972.

Evidence from several surveys indicates DAB is highly valued by users countywide.

Information collected from a needs assessment survey in 2013 and a public engagement questionnaire in 2014 have provided comprehensive information about passengers’ journeys such as frequency of travel and preferred destinations and the impact on users if services were reduced or withdrawn.

This data was used to draw up the current proposals.

#### **Proposal for one service a week:**

- As DAB currently varies across the county, the proposal for one service a week to every community, town and village, was deemed a fair way of continuing with some service provision. For some passengers this will mean no change while for others (with multiple journey opportunities) it will mean a reduction.
- DAB is a well-established service and over time CTs have come to know passengers’ preferred destinations. This information, plus feedback provided through the various surveys and passenger loading information from CTs, was used to draw up the proposed single destination for each area. For many passengers the destination was the one they currently go to, for others it was different, particularly if they currently had different options.

#### **Proposal for increased Gold Card fare:**

- An increase in the flat-rate return Gold Card fare from £2 to £3 was based on feedback from the public engagement exercise in 2014. Almost 65% of respondents said they would be prepared to pay more rather than lose the service. Results from the recent 2015 survey reveal 76% of respondents agreed the fare should be increased to £3, with only 8% in disagreement.



### Proposal to competitive tender

- Government cuts and budget pressures mean long-term grant funding is unsustainable and there is no certainty that funding to support DAB services will be available for more than one year (beyond 2017).
- It is proposed to tender DAB from 1 July 2016. Opening up these services to market forces through competitive tendering should help ensure value for money. The contract will be for a minimum of one year with flexibility to extend it to a second or third year.

## 2. The team carrying out the analysis

<b>Name</b>	<b>Area of expertise/ role</b>
(Chair) Steve Cannon	Transport & Accessibility
Deborah Oddy	Specialist Transport Services
Elaine Wachlarz	Community Transport
Vicky Fox	Performance & Engagement
Wesley Downes	Corporate Policy
Caroline Carey	Communications Officer
Neill Bennett	Transport Data Analysis
Julie Hirst and Richard Keeton	Public Health
Iseult Cocking	Adult Care

## 3. Existing information and consultation based feedback

### a. Sources of data and consultation used

<b>Source</b>	<b>Reason for using</b>
Specific data collection from the 1980s relating to all DAB services and various analyses.	<p>This provides context and background information for the review of the service. Data provides an overview of where CT users live, their preferred destination, how often they use the service and the passenger profile.</p> <p>Information which can be used to develop a more detailed understanding of the resources that would be required to deliver the one shopping service a week.</p>
A joint Passenger Survey in 2013 1 November to 31 December 2013	<p>The survey was undertaken to gather information about subsidised Public Transport and Community and Voluntary Transport services including:</p> <ul style="list-style-type: none"> <li>• the type of transport people used</li> <li>• journeys people found difficult and why</li> <li>• whether people had sufficient information about services</li> <li>• which aspects of the services were important to them</li> </ul> <p>Further comments about public and community/voluntary transport were sought. The responses were used to inform current proposals</p>

<b>Source</b>	<b>Reason for using</b>
	<p>It was promoted through:</p> <ul style="list-style-type: none"> <li>• the media</li> <li>• libraries</li> <li>• transport providers</li> <li>• medical practices</li> <li>• Council for Voluntary Services</li> <li>• 50+ Forums</li> </ul> <p>The survey was targeted at community/voluntary transport users and non-users. Of the 1488 responses, 1053 questionnaires were completed by CT users.</p>
The Derbyshire Observatory (2014)	Provides countywide statistical information.
<p>Stage 1 – 2014 Public Engagement Survey 20 October to 15 December 2014</p>	<p>The survey was undertaken to assess the use of public transport and Community Transport and assess how the withdrawal of subsidised Community Transport and Public Transport services would affect members of the public including current users. It was promoted through:</p> <ul style="list-style-type: none"> <li>• the media</li> <li>• libraries</li> <li>• transport providers</li> <li>• medical practices</li> <li>• Council for Voluntary Services,</li> <li>• 50+ Forums</li> </ul> <p>CTs and the Council for Voluntary Services provided direct help to vulnerable users to complete the survey.</p> <p>Feedback from this survey was used to draw up the proposals for the 2015 Stage 2 Consultation.</p>
<p>Stage 2 – 2015 consultation 20 July to 13 September 2015</p>	<p>The consultation set out the context on which the proposal was based. The proposal being for the County Council to withdraw funding for aCTive Travel.</p> <p>The consultation took place between 20 July and 13 September 2015. Questionnaires were made widely available and promoted through:</p> <ul style="list-style-type: none"> <li>• the media</li> <li>• libraries</li> <li>• CT organisations</li> <li>• the voluntary sector</li> <li>• the 50+ Forums</li> </ul> <p>Council members, district/borough and parish councils and officers in the health sector were notified.</p> <p>Community Transport organisations organised consultation events to engage with passengers and</p>

<b>Source</b>	<b><i>Reason for using</i></b>
	<p>to discuss alternative plans to mitigate possible adverse impacts.</p> <p>CT schemes, the Council for Voluntary services and other voluntary sector organisations provided direct help to vulnerable people needing help to complete the consultation questionnaire.</p> <p>Volunteers travelled on DAB services to explain the consultation, encourage participation and help complete questionnaires when required.</p> <p>Some CT schemes organised consultation events to engage with passengers and to discuss alternative plans to mitigate any adverse impacts.</p> <p>Officers from DCC attended three of these events and a High Peak Borough Council meeting.</p> <p>Recommendations to Cabinet will be based on feedback from this consultation.</p>
<p>DAB Market Awareness Information and Consultation Session for CT schemes and other potential operators. 4 September, 2015</p>	<p>To ensure all current and potential operators had the same opportunity to find out more, comment on the proposals and raise any issues.</p> <p>CT schemes and commercial operators attended. Feedback formed part of the consultation analysis.</p>
<p>The English Indices of Deprivation, 2015, (ID 2015) Summary Analysis for Derbyshire October 2015, version 1.0</p>	<p>These indices use Lower-layer Super Output Areas (LSOA) as there geographical levels. Of the 32,844 across England there are 491 such areas in Derbyshire.</p> <p>Of the 491 LSOAs in Derbyshire, 60 fall within the 20% most deprived in England a third of these lie in Chesterfield, 12 in Erewash, 10 in Bolsover and 8 in Amber Valley districts. 18 LSOA's fall within the 10% most deprived in England, Chesterfield contains six, Erewash contains four, Bolsover, High Peak and Amber Valley contain two each, North East Derbyshire and Derbyshire Dales contain one each. In these 18 LSOAs there are approximately 26,700 residents, about 3.5% of Derbyshire's total population.</p> <p>Findings relating to the protected characteristic groups can be used to show any correlations with responses from the DCC consultation. In particular the connection between income deprivation and the physical and financial barriers to accessing key local services.</p>
<p>The Future of Transport in an Ageing Society (2015) Age UK</p>	<p>This study provides a national overview of issues relating to projected population increases in people over the age of 65, 80 and 90 and the current failure of public transport to address the needs of elderly people.</p>

<b>Source</b>	<b>Reason for using</b>
	It provides some valuable national statistics which can be used in the context of this Derbyshire consultation.
Report commissioned by Age UK in June 2015 – using analysis from the English Longitudinal Study of Ageing (ELSA), Stakeholder meetings attended by transport experts.	The Age UK report highlights those who find it most difficult to get to services. National data states that 80% of the 85+ age group are unable to use available public transport due to mobility problems.

#### 4. Known impact on different protected characteristic groups

- a. From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?

<b>Protected Group</b>	<b>Findings</b>
Age including children and families, older people	<p><b>2013 Survey</b> Results from this survey suggest the proposals will impact on those who completely rely on DAB services to shop for food and access services in town centres, such as banks and opticians.</p> <p>Of 1053 CT users, 22% (232) said they relied totally on DAB due to limited mobility through age, frailty or disability, as well as having no available alternative transport.</p> <p>86% (906) used community/voluntary transport to get to supermarkets and/or town centres; 79% (832) used DAB at least once a week.</p> <p><b>2014 Part 1 Engagement Survey</b> Of the 3150 respondents, 22% (404) used DAB to get to supermarkets and for food shopping.</p> <p>When asked what the priority should be for the Authority in determining which services to fund:</p> <ul style="list-style-type: none"> <li>• 49% felt transport should be maintained in villages which lacked facilities</li> <li>• 29% wanted to maintain the existing network.</li> <li>• 64% indicated they would be prepared to pay more than the £2 return fare</li> </ul> <p><b>2015 Part 2 Consultation</b> 961 people responded to this consultation Of these 845 are existing CT users. Of these users:</p> <ul style="list-style-type: none"> <li>• 15% (127) stated the proposals will have a social impact on them: they will miss meeting friends, chatting and having lunch with them. Any reduced service would therefore increase social isolation for these users and the impact would be felt to the greatest extent by older people</li> <li>• 18% (152) stated the proposals would affect their independence and safety</li> <li>• 15% (130) stated the proposals will affect them because of limited mobility as they need an accessible vehicle to travel</li> <li>• 6% (54) stated the proposals would affect them because of rural isolation</li> <li>• 2.5% (21) of people stated the proposals would have an adverse</li> </ul>

	<p>impact on their health.</p> <p>DAB users who can use public transport will have no alternative but to do so. This will increase passenger numbers on local bus services. In the 2013 survey 32% (351) of respondents stated they also used some form of public transport. If this is the case an increase in public transport use will be beneficial for all communities in Derbyshire. It will improve the sustainability of local bus services and make them more viable to operate without subsidy.</p> <p>A reduction or loss of DAB services to the CT schemes may impact on their financial viability. As both the incumbent operators and registered as charitable companies, their business models are mostly reliant on subsidised funding to deliver services which would not be commercially attractive to the private sector.</p> <p>It is possible that CT schemes would need to make both office staff and drivers redundant or reduce their working hours to accommodate the substantial loss of work.</p> <p>A further consequence may be a reduction of the fleet size of individual CT schemes. This would leave fewer resources available for work in the community to deliver the transport needs of older and disabled people.</p> <p>This may impact on resources across the county to undertake contract work for the Authority which may drive up cost if there is reduced competition. For example the CT organisations collectively undertake 54% of Adult Care contracts for DCC.</p> <p>In addition CTs also undertake work for day centres, area offices and cover for the county councils in-house fleet. In some areas of the county there are few alternative transport providers with larger accessible minibuses are virtually non-existent.</p> <p><b>The Age UK study 2015</b> This study provides national data and population projections and forecasts including:</p> <ul style="list-style-type: none"> <li>• 50% rise by 2032 in people aged 65 and over. Currently there are 11 million in this age group</li> <li>• 76% rise by 2032 in people aged 80 and over. Currently there are million people in this age group.</li> </ul> <p>The report comments that public transport is not meeting the needs of elderly people. "Getting transport 'right' for older people brings with it many positives to wider society; increased numbers of people can travel to volunteer, to shop and spend".</p> <p>The report suggests that reductions in transport could lead to a fall in spending in local towns and volunteering opportunities within the community transport sector; volunteers are predominantly retired.</p> <p><b>The Derbyshire Observatory (2014)</b> - provides county data and population projections. In 2014 there were almost 70,000 Derbyshire residents aged 65; this number is forecast to rise to 105,000 by 2032.</p>
<b>Disabled people</b> including mobility, sensory, learning, mental health, HIV, and also include carers and relatives	<p>The proposals will impact on current users with disabilities particularly those who completely rely on the DAB services for food shopping and getting to services in town centres such as banks and opticians.</p>

	<p>If there is a reduction in services this could increase people's isolation and have an effect both on their health and mental well-being.</p> <p>Some carers rely on volunteer passenger assistants travelling with their dependents and helping them to travel and shop. If the proposed new DAB service does not include the requirement to provide passenger assistants and this could impact on carers getting less respite.</p> <p>DAB services operate with fully accessible vehicles, providing a safe and comfortable travelling experience for more vulnerable people and those with complex disabilities. Drivers are also trained to secure wheelchairs and help carry shopping to the house.</p> <p>In the recent consultation respondents were asked about their level of disability:</p> <ul style="list-style-type: none"> <li>• 57% (481) considered themselves disabled</li> <li>• 83% (466) had mobility problems</li> <li>• 29% (163) had a hearing impairment</li> <li>• 24% (133) had a visual impairment</li> <li>• 3% (16) considered themselves to have a learning disability</li> <li>• 11% (63) stated they had other disability issues.</li> </ul> <p>In relation to Health Deprivation and Disability, the ID 2015, Summary Analysis for Derbyshire, finds 87 of the 491 LSOA's fall within the 20% most deprived areas nationally and 40% (35) of these fall within Chesterfield.</p>
Gender (Sex) including men and women, boys and girls	<p>DAB services are used by a higher percentage of women than men.</p> <p>The 2015 consultation showed 79% (729) of the respondents were women, therefore, any changes to these services are likely to have a greater impact on women.</p>
Gender reassignment – including impact if any on Transgender people	<p>From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of their gender reassignment.</p>
Marriage and civil partnership – also include impacts on lone parents and unmarried couples	<p>From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of their marital status.</p> <p>However, as the majority of elderly users are women (79% in the 2015 consultation) and many of them are widowed and previously reliant on their husbands/partners for transport, it may impact on them to a greater extent.</p>
Pregnancy and maternity – including new mothers/ parents	<p>From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of their pregnancy or maternity.</p>
Race – including all racial groups, including impact if any on Gypsies and Travellers	<p>From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on this group.</p> <p>99% of respondents to the 2015 consultation classified themselves as</p>

	white British.
Religion and belief including non-belief, including religious minority communities, Humanists	From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of their religion or belief.
Sexual orientation – including the impact if any on LGB people	From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of their sexual orientation.

## Non-statutory

Poorer and disadvantaged communities and groups, including people who experience financial exclusion	<p>The proposals provide for an equal service across the county immaterial of the deprivation status of the area.</p> <p>Findings from the 2014 survey showed DAB users would be prepared to pay a higher fare at that time. 64% (278) of respondents said they would pay £3 or £4 per return journey. However, 36% (145) were not willing to pay more than the existing £2 return fare with an additional 24% (97) saying they would prefer the service to be free with their Gold Card.</p> <p>In contrast the survey undertaken in 2015, 76% (686) agreed with an increase from £2 to £3 for Gold Card users, 17% (153) had no opinion and only 8% (73) disagreed with the proposal.</p> <p>The increase from £2 to £3 could impact on more severely disadvantaged people but the responses suggest this would be a small proportion overall.</p> <p>Many suggested a higher fare would be acceptable as the door-to-door, high quality service is so valuable to them.</p> <p>It can be assumed that the proposed increase from £2 to £3 would impact on those most severely disadvantaged financially.</p> <p>The ID 2015 Summary Analysis for Derbyshire finds:</p> <ul style="list-style-type: none"> <li>- Bolsover the most deprived district and Chesterfield as the second most deprived district in Derbyshire.</li> <li>- Of the 65 LSOAs in Derbyshire falling within the 20% most income deprived areas in England every district has one area in this category. Approximately 13% (98,000) of people in Derbyshire are income deprived</li> </ul> <p>The 2015 consultation shows that 15% of respondents in the North East and Bolsover districts disagreed with the proposed increase in fare compared to only 5% in South Derbyshire and Erewash, and 8% in the High Peak, Derbyshire Dales and Amber Valley.</p>
Rural communities	<p>The proposal is to provide a consistent and equal service across the county so both rural and urban passengers have one opportunity a week to get to town centre shops or supermarkets.</p> <p>For passengers living in rural areas unable to use public transport the proposal will affect them no more than people living in urban areas who are unable to use any other transport services.</p> <p>However, those in urban areas who can use some mainstream transport</p>

	<p>services they will have the benefit of a better level of public transport service and so have more opportunities to access shops and town centre services. Alternatives, such as accessible taxis, will also be more easily available.</p> <p>The Age UK report (p.3), states just 20% of 70-74 year-olds living in rural areas use public transport weekly because there are insufficient services, compared to 38% of those living in urban areas.</p> <p>The proposal is likely to impact adversely on rural communities where there is none or limited public transport available.</p> <p>Charges for taxis are likely to be higher because they are not as readily available in rural areas and distances travelled are likely to be longer. The cost of running empty to and from pick up and drop off points (known as dead mileage) could make the cost prohibitive in rural areas.</p>
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### Impact on employees of Derbyshire County Council or prospective employees

<p>The change from grant funding to competitive tendering will change the role and the relationship between the county council and CT schemes.</p> <p>This may impact on the DCC Community Transport Officer post as well as colleagues in CT organisations.</p> <p>This may result in job losses or re-deployment.</p>
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### b. From existing customer and other feedback – who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?

<b>Protected Group</b>	<b>Findings</b>
Age	<p>Elderly people are most likely to be affected.</p> <p>In the 2015 consultation 68% (633) of the 845 respondents who used CT services are current users of DAB services and of those that gave their age at their last birthday, 58% (490) are over 80.</p> <p>The English Longitudinal Study of Ageing (ELSA) used in the Age UK report suggests that there is an increase in public transport use in the 70 to 80 age group as the number of driving licence holders declines.</p> <p>However, the use of public transport declines in the over 80s because of health and mobility issues. It is this group who find it most difficult to access services and they who are most likely to turn to community transport.</p> <p>The findings from the user profile in the 2015 consultation correlates with the findings in this study.</p> <p>Responses indicate that the proposals will have a variety of adverse impacts: Typical comments include:</p> <p><i>“They are a lifeline”</i></p>



	<p><i>"Its independence for so many"</i></p> <p><i>"Only contact some have with the outside world"</i></p> <p><i>"I couldn't do my shopping without it".</i></p>
Disability	<p>Of respondents to the 2015 consultation:</p> <ul style="list-style-type: none"> <li>• 83% (466) had a disability affecting mobility</li> <li>• 29% (163) were hearing impaired</li> <li>• 24% (133) were visually impaired</li> <li>• 14% (79) were affected by other disabilities such as Parkinson's Disease or Bi-Polar disorder.</li> </ul> <p>Responses indicate people with disabilities or mobility problems will be adversely affected. Typical comments were:</p> <p><i>"I am disabled so I get great help from staff..... It means such a lot to me".</i></p> <p><i>"This is the only way people with mobility issues can get to the shops"</i></p>
Gender (Sex)	79% (760) of the 2015 consultation respondents were female
Gender reassignment	N/A
Marriage and civil partnership	N/A
Pregnancy and maternity	N/A
Race	<p>N/A</p> <p>99% (951) of respondents classed themselves as White British</p>
Religion and belief including non-belief	N/A
Sexual orientation	N/A

## Non-statutory

Poorer and disadvantaged communities	<p>76% (686) of respondents to the 2015 consultation agreed with the proposal to increase the fare from £2 to £3, 17% (153) were unsure, leaving 8% (73) who disagreed.</p> <p>Representative comments were:</p> <p><i>"It should be no more (than £2) because old people on standard pensions cannot afford it."</i></p> <p><i>"I believe £5 return would be acceptable if the reason is communicated effectively."</i></p>
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	<p><i>"£3 is still good value and cheaper than paying for a taxi"</i></p> <p>The majority of respondents stated that they were willing to pay more to keep the service rather than lose it.</p>
Rural	<p>Comments from respondents substantiated concerns that people in rural areas with no public transport are likely to be adversely affected.</p> <p>Typical comments were:</p> <p><i>"It discriminates against those who have no public service alternative"</i></p> <p><i>"Older rural people depend on this service".</i></p>

## Employees or prospective employees

<p>The six Community Transport Schemes employ drivers and office staff. Potentially they may face redundancy if the workload is significantly reduced.</p> <p>If the CT schemes retain the contracts and deliver the revised DAB services, both the level of service and revenue income would be greatly reduced impacting on the number of vehicles, drivers and support staff required.</p> <p>If a commercial operator is awarded the contract under TUPE rule drivers may be transferred across to the new operator rather than being made redundant.</p>
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### c. Are there any **other** groups of people who may experience an adverse impact because of the proposals?

<p>Relatives may experience an adverse impact, as they may be called upon more frequently to transport their elderly and less mobile family members to essential services.</p> <p>Where family members do not live nearby, neighbours may be called on more frequently to help out.</p> <p>Health and Adult Care services may experience an increase in the number of people requiring intervention at an earlier stage. It is evident that people use the DAB services to access not only shops but also health-related appointments such as opticians, dentists, podiatry etc. and any reduction in availability may require health professionals to intervene earlier or more often, or require home-visits. Overall this may have a negative impact on people's perceived, or actual, levels of independence.</p> <p>Likewise if people's independence is reduced and the availability of services to healthcare are reduced, there may be an impact on the demand for the NHS Non-emergency Patient Transport Service (NEPTS).</p> <p>The proposal to limit travel to once a week on DAB may increase the number of requests to use Voluntary Car Schemes. This is already an over-stretched resource with limited funding which is also under review</p>
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d. Gaps in data

What are your main gaps in information and understanding of the impact of your policy and services? Please indicate whether you have identified ways of filling these gaps.

Gaps in data	Action to deal with this
Specific information has been gathered from the latest consultation but individual comments require further analysis to gain an understanding of the impact on particular geographical areas and passengers.	<p>Every comment will be associated with an individual and where they live. Analysis can then be undertaken and appropriate steps taken to reduce the impact of the proposals.</p> <p>In particular, there are a number of comments about destinations and days and times of journeys. These need to be collated and considered as part of the tender specification.</p>

**6. From the consultation you have carried out specifically in relation to proposed changes, what views or issues have been raised by those who have responded?** (Include both their views and any issues they have raised which alludes to the likely impact)

a) Please summarise the consultation which has been carried out

Stage 2 – 2015 Consultation

The aim of the consultation was to get feedback on proposals that:

- every community in Derbyshire is offered one shopping bus service a week to a nearby shopping destination which may be a town centre or supermarket. It may be on a different time or day and be run by a different operator
- the flat-rate return fare for Gold Card holders increases from £2 to £3

Note: This document covers the proposal to put DAB services out to competitive tender, although this was not a specifically asked about in the public consultation questionnaire.

b) Please summarise the feedback received. This should make clear where those who have responded have highlighted any potential adverse impact as well as their opinions on the proposals.

Stage 2 – 2015 Consultation

Of the 963 responses the opinion was divided:

- One shopping service a week - 40% (385) agreed with the proposal, 44% (424) disagreed, 16% (154) were unsure

- Closest destination - 45% (433) agreed with the proposal, 41% (395) disagreed, 14% (135) were unsure
- Proposed destination - 52% ((501) agreed with the proposal, 33% (318) disagreed and 15% (144) were unsure
- Impact of proposals - 58% (558) stated a change of day would affect them, 39% (376) stated the change of time would affect them, 30% (289) were concerned about the length of the journey and 29% (279) had other concerns
- Increase in fare - 75% (722) agreed with the proposal, 8% (77) disagreed and 17% (164) didn't know.

Responses about potential adverse impact included:

- **Destination** – there were concerns the destination would not meet all needs:
- **Limited choice/variety** – for those having had the opportunity to go to multiple destinations there were concerns that restricting their travel to their nearest town/shopping centre would have an adverse impact on their well-being. For many passengers DAB is more than a shopping journey with many stated they enjoy travelling further afield.
- **One destination may not be suitable** and may impact on a passenger's ability to shop for goods other than food, such as clothes and gifts.
- **Travel distance** – some people wanted short journey times because of their health, while some preferred a destination further afield because they enjoyed the trip out.
- **Changes to day or time of the new service** - passengers were concerned that the day and time of services would coincide with other personal arrangements such as when a carer comes or a regular appointment occurs. Given that the proposal is for one service a week they were worried that if, for example, a hospital appointment fell on that particular day then they would have no other opportunity to food shop. Depending on personal circumstances, some wanted an early service, some later, however many were happy that they would not be left with no service at all.
- **Insufficient capacity** - there was concern about the proposal for one shopping service a week in every community. Passengers were concerned that there wouldn't be enough room on the bus for everyone.
- **The quality of the service is not maintained** – the support passengers currently have is necessary for those with mobility problems and are unable to carry their shopping from a bus stop. Responses suggest this is a very important aspect of DAB and because the transport provider may change there is concern that a different provider won't be as supportive, considerate or caring. Several passengers stated they rely on the support of volunteer passenger assistants to help them with their journey and shopping.
- **Social Isolation** – increased social isolation is related to mental health and well-being. Respondents have stated a reduction in service will have an adverse impact on their well-being. Many remarked on how socially isolated they will be if they cannot use DAB because they cannot use any other transport and have no family nearby. They have become friends with other passengers and enjoy meeting them on the bus and going for a drink as part of their shopping experience. For many it is their one opportunity to get out of the house. Two areas specifically will be adversely affected:
  1. In the area south of Ashbourne where public transport has been withdrawn, there is a greater reliance on DAB services. Currently they have two services to Derby, one to Ashbourne and one to Burton or Uttoxeter.
  2. In the High Peak approximately 70 people a week have use of current DAB arrangements to

attend 'Time Out', a support service in Glossop town centre. This has been a long-standing arrangement developed by the current CT provider. Withdrawal of transport will limit people's access to this support service.

- **People's independence will be affected** – Many passengers stated that DAB gives them the opportunity to go out on their own without relying on family and friends. This is very important to them because it reduces the impact on friends and relatives who are increasingly leading busier lives because of work commitments, children and grandchildren. Reducing the opportunities to travel may also have an adverse effect on physical well-being.
- **Health** – comments directly relating to health were relatively few, only 2% (21) of respondents stated the proposals would directly impact on their health and well-being. Any impact on social inclusion will affect people's general health and in particular their mental health. If people cannot buy fresh food because they can only shop once a week this may also have an adverse effect on people's lifestyle, diet and wellbeing.
- **From the perspective of CT schemes** - there may be an issue of sustainability and financial viability. Schemes have expressed concern that if they are not successful in retaining DAB services their passenger base will decline and this may have a negative impact on their ability to provide other transport such as day trips and transport to community clubs which generate income. Alternatively the cost of some services may increase for passengers.

## 7. Are there any ways of avoiding or reducing likely possible adverse impact on any groups of people, what are those actions, and how will they assist?

Mitigating considerations are outlined below. They may address some of the adverse effects of the proposed changes to DAB but not all. Some effects may be unavoidable.

**Change of day and time** – the tender specification will state the times which DAB services will operate. These will be compatible with those affected within the protected characteristic groups. Analysis of consultation results will indicate preferences in days or times. These will be taken into account in the final scheduling of services however some impact will be unavoidable for some individuals.

**Limited capacity** – attention has been given to existing passenger numbers in every community/town/village and the resources needed to ensure everyone has the opportunity to travel. Feedback suggested people misinterpreted 'one service per week' as being one vehicle and concern was raised there may be more passengers than available seats. Where demand is high there will be duplicate buses.

**Change of destination** – concerns have been raised about current and future travelling time. The intention is to keep travelling time to a minimum; a maximum of one and a quarter hours. This will be reflected in the tender specification.

Some towns have limited facilities and people have built their ability to meet their personal needs around certain towns/shopping centres. It is anticipated CTs will offer other destinations as 'trips' which will reduce the adverse impact of limiting the choice to one destination which could restrict their ability to shop for items other than food. There have also been suggestions around alternating destinations so as many people as possible have the opportunity to go to their preferred destination and have the opportunity to access services such as banks or post offices. This will need to be taken into account when services are tendered so there is some flexibility in delivering the service.

**Volunteer Car Schemes** – officers will investigate if car schemes have spare capacity for new passengers and if they can work with CT schemes to co-ordinate resources. They will also investigate with colleagues in Adult Care and the health sector what is available in terms of funding, prevention services and services such as befriending schemes.

**Alternative funding sources from CT schemes** - this will be the principle behind a possible bid by CTs for Lottery funding which would mitigate the adverse impact of a reduced service.

**Continued quality** – respondents valued the quality and care they currently receive on DAB and were concerned standards might not be so high if another operator took over. The Councils for Volunteer Services across Derbyshire encourage volunteering in various sectors. They will be approached to encourage volunteers to become passenger assistants or, alternatively, passengers can source their own paid carer to travel with them.

**Total Transport/NHS integration** - the Authority has successfully attracted Department for Transport funding to review existing passenger transport services and investigate options for greater integration. This funding is for a two year pilot study focusing on the rural districts of Bolsover and Derbyshire Dales. If, in future, there are areas where transport is provided by different agencies it is envisaged that a more integrated model may be replicated throughout the county.

## 8. Main conclusions and Recommendations

### CONCLUSIONS –

Based on analysis the following is believed to be of importance and should be noted by decision-makers:

- The main users of CT DAB services are elderly and/or disabled or who have mobility problems (58%). This is the group that will be mainly affected.
- The proposal to provide all passengers with one opportunity each week to get to a local town centre or supermarket will not address all their needs. The need for more choice and variety are significant concerns for existing passengers.
- Rural users are more at risk of becoming isolated particularly as public transport can be limited or non-existent in some parts of the county. Any available resources should be aimed at communities which have no local shops or services.
- The rural west of the county has fewer bus services generally. People in the area south of Ashbourne would be significantly affected because they have no public transport and currently have the opportunity to travel to various destinations every week on the DAB service. It should be noted that the highest response rate was from the Derbyshire Dales area
- The increase in the return fare may affect passengers in the poorer and disadvantaged communities of the county. Most elderly people are on fixed incomes so an increase in travel costs, however small, will mean less disposable income. However, as only 7% of respondents objected to an increase it is unlikely to have an adverse effect on the majority of users.
- The proposal to reduce the current level of service may impact negatively on some users in terms of their ability to live independently and maintain activity. Colleagues in Adult Care and Public Health are being consulted to address these concerns.

## **RECOMMENDATIONS (if any)**

It is recommended that:

- Alternative funding options should continue to be investigated by county council officers, support is offered to Community Transport schemes to find funding from other sources
- Destinations are reviewed to ensure they are appropriate, allowing access to various facilities. This may be by changing the destination or alternating destinations
- The tender is written to emphasise the requirement for high quality standards of care to match existing criteria
- The tender is written so a level of flexibility can be achieved in terms of service delivery to ensure the most efficient use of resources
- The tendered service is subject to rigorous scrutiny to ensure the needs of passengers are being met
- New services are well-publicised to address passengers' concerns and to ensure a smooth transition from current to new services with minimal disruption.
- The voluntary sector is approached to publicise new volunteering roles for Passenger Assistants. Appropriate training needs to be provided.
- Information about prevention services and befriending services needs to be provided to passengers.
- Information is gathered to inform passengers about supermarket delivery services.

## 9. Action planning in response to the completed analysis

<b>Objective</b>	<b>Planned action</b>	<b>Who</b>	<b>When</b>	<b>How will this be monitored?</b>
What you want to achieve	What you intend to do	Responsible person or department	Timing of action	Monitoring and review arrangements
Reduce the effect on elderly and disabled Dial-a-Bus passengers.	<p>Make changes to the proposed destinations following consultation responses.</p> <p>Identify any adverse impact on a change of day and time Identify passengers and notify them of changes.</p> <p>Ensure publicity is spread across the county and work with Communications to provide media coverage.</p> <p>Liaise with colleagues in Adult Care to identify preventative and alternative options to maintain independent living.</p>	<p>Elaine Wachlarz</p> <p>Caroline Carey</p>		<p>Economy, Transport and Environment, Departmental Management Team</p>
Reduce the impact on rural residents	<p>Make any changes to the proposed destinations.</p> <p>Identify any adverse impact on a change of day and time.</p> <p>Identify passengers and notify them of changes.</p> <p>Ensure publicity is spread across the county and work with Communications to provide media coverage</p> <p>Consider scope for mitigation with bus operators</p>	<p>Elaine Wachlarz</p> <p>Caroline Carey</p> <p>Elaine Wachlarz Anthony Crompton</p> <p>Anthony Crompton</p>		<p>Economy, Transport and Environment, Departmental Management Team</p>



Controlled/ Restricted/ Public (Delete as necessary)

Monitor impact of proposed changes once in operation.	<p>Data will be collected which will provide sufficient information to monitor the use of the new services.</p> <p>A user satisfaction survey will be undertaken to establish if there are any adverse impacts.</p>	<p>Elaine Wachlarz</p> <p>Elaine Wachlarz</p>		Economy, Transport and Environment, Departmental Management Team
Ensure the tender meets our requirement and procurement is undertaken and meets legal requirements	Work with the procurement team and legal team to make sure the tender includes all specifications which will reduce the impact on passengers.	DCC Legal and Procurement Services		Economy, Transport and Environment, Departmental Management Team

## **10. Monitoring and review arrangements**

Please outline what steps will be taken to monitor and review the implementation of proposals if they are agreed here:

The tender will be written with input from the County Council's Procurement and Legal teams to ensure it is compliant and that the successful operator will have sufficient detail to provide the high quality standards required.

The successful operator will be checked to make sure they are operating legally and correctly and the services are correctly registered with the Traffic Commission if necessary. They will be subject to monitoring and review requirements as part of the tender conditions.

The Communications team will be involved and the effectiveness of publicity will be monitored. How successful this is will be judged by the number of people registering to travel.

Monitoring requirements will be put in place to ensure that all aspects of the service are evaluated and passenger needs are being fulfilled.

A user satisfaction survey will be undertaken in January 2017.

# Derbyshire County Council

## Equality Analysis



Department	Economy, Transport & Environment
Service Area	aCTive Travel
Changes or proposals	<p>Proposal:</p> <p>County council funding for aCTive Travel services to healthcare appointments is withdrawn at the end of June 2016. This means unless other sources of funding can be found services will stop. Or, if the Community Transport organisations can afford to carry on the services, the cost of a journey to passengers may increase.</p>
Chair of Analysis Team	Steve Cannon
Date of Analysis	December 2015
Version	4

### 1. Prioritising what is being analysed

#### a. Description of current service arrangements

Across Derbyshire, six Community Transport (CT) organisations deliver a service called aCTive Travel which provides approximately 20,000 health-related passenger journeys a year (a passenger journey being one-way).

ACTive Travel is a bespoke, door-to-door, service which offers passengers the opportunity to travel either because they have no available public transport or due to their limited mobility means they are unable to use mainstream public transport even if it is available.

Typically an aCTive Travel passenger will be elderly and unable to walk to their nearest bus stop or board conventional buses without help. They may need additional support throughout the journey and on reaching their destination.

The service is used mainly by women and mainly by passengers above the age of 75 years.

ACTive Travel services are provided countywide either as Dial-a-Ride (DAR) services or through a Volunteer Car Scheme. DAR is provided using a community transport wheelchair-accessible vehicle and either a paid or volunteer driver. The car scheme service is provided by registered

volunteers using their own cars. Volunteers are reimbursed a percentage of the fare (charged on a mileage basis) for the journey.

Charges are dependent on the destination: a DAR journey to a local medical practice costs £3.00 return; a journey to any other destination costs £0.80p per mile door-to-door.

Passengers using DAR do not pay for 'dead mileage' (that is the vehicle running empty to collect/return them) allowing the cost to be equal for everyone regardless of the distance the vehicle has to travel to pick them up.

DAR is operated under a Section 19 Permit as prescribed in the 1985 and 2008 Transport Acts. The permit is granted to organisations delivering services on a not-for-profit basis to transport members or people for whom the organisation exists to help; this is stated in their Memorandum and Articles and is a condition of permit operation.

Costs for car scheme journeys vary as they include 'dead mileage' costs but as the cost per mile is slightly lower, the total cost is comparable to the DAR service. It is important that a volunteer driver living as close as possible to the passenger's home is used in order to reduce the overall charge.

ACTive Travel is a very personalised service and the driver will remain with the passenger and give them support if required. A friend, relative or carer can also travel with the passenger.

ACTive Travel has been operating since 2010 and although primarily for health-related appointments a small proportion of journeys undertaken relate to a person's well-being. This may include visiting relatives and transport to day care.

From April 2010 until March 2013 funding of £160,000 per annum was provided by the County Council (50%) and the Derbyshire Primary Care Trust (50%) and equally divided between the original eight area CT organisations.

In April 2013 until March 2014, after the Primary Care Trust was replaced by the Derbyshire Clinical Commissioning Groups (CCGs), 50% of match funding was provided by both the Derbyshire CCG's and the Public Health Resource Fund.

In 2014/15 the Commissioning Groups funding was reduced and further funding was secured to meet the shortfall through the county council's Public Health Resource Fund.

In 2015/16 the Derbyshire Commissioning Groups made the decision to withdraw all their funding for aCTive Travel. The Financial Plan proposal was to reduce the overall Community Transport grant by £600,000. However, the county council received a larger contribution from the Public Health Resource Fund to support both the DAB and aCTive Travel services. To protect services Community Transport schemes agreed to finding ways of making efficiency savings, or using money from reserves, amounting to £300,000, on the basis that the county council could find an equivalent amount to maintain services at a similar level. This went a long way towards mitigating the impact of the budget cuts on both the aCTive Travel and DAB services.

Consequently the budget was cut from £20,000 to £13,750 per organisation for aCTive Travel. This funding provides a contribution towards the operating cost of the service and administration; fares are retained by the organisations.

## b. Details of proposals or changes

The proposal is that the county council stops funding aCTive Travel. This means unless funding can be sourced from elsewhere the service will be discontinued or if other sources of funding can be found the service could continue but at a greater cost to the passenger.

## c. Rationale for proposed changes

Government cuts and budget pressures mean that the authority is facing cuts of £157 million by 2018. At a time when the county council has to make unprecedented cuts to its budget it is inevitable that this will affect all service areas, particularly those which the council does not have a statutory obligation to provide. This includes community transport services.

However, Section 63 (1)(a) of the Transport Act 1985 requires the county council to secure provision of such public transport services as the council consider it appropriate to secure to meet any public transport requirements within the county which would not in their view be met apart from any action taken by them for that purpose.

The Care Act (2014) also states that local authorities should consider the adult's ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing.

It further states local authorities do not have responsibility for the provision of NHS services such as patient transport; however they should consider needs for support when attending healthcare appointments.

Evidence from several surveys indicates the aCTive Travel service is highly valued by a relatively small number of users and this varies across the county. Withdrawal of the service will impact on passengers who are within both the statutory and non-statutory protected groups and, despite funding pressures, the council is minded to maintain some level of service.

## 2. The team carrying out the analysis

<b>Name</b>	<b>Area of expertise/ role</b>
(Chair) Steve Cannon	Transport & Accessibility
Deborah Oddy	Specialist Transport Services
Elaine Wachlarz	Community Transport
Wesley Downes	Corporate Policy
Vicky Fox	Performance & Engagement
Iseult Cocking	Adult Care
Caroline Carey	Communications
Simon Hobbs	Legal Services
Julie Hirst & Richard Keeton	Public Health
Neill Bennett	Transport Data Analysis

### 3. Existing information and consultation based feedback

#### a. Sources of data and consultation used

<b>Source</b>	<b>Reason for using</b>
Specific data collection from 2010 onwards relating to all aCTive services and various analyses.	This provides context and background information for the review of the service. Daily data provides an overview of where CT users live, their destination, how often they use the service and the passenger profile. Monthly monitoring data provides total numbers of bookings, journeys, passengers numbers, if in a wheelchair, hours, miles, fares and full cost.
A joint Passenger Survey in 2013. Nov 1 2013 to 30 December 2013	<p>The survey was undertaken to gather information about the subsidised Public Transport network and Community and Voluntary Transport services including:</p> <ul style="list-style-type: none"> <li>• what type of transport people used.</li> <li>• what journeys people found difficult and why.</li> <li>• whether people had sufficient information about the services.</li> <li>• which aspects of the transport services were important to them.</li> </ul> <p>Further comments about public and community/voluntary transport were sought. The responses provided a basis on which to put forward proposals.</p> <p>It was promoted through:</p> <ul style="list-style-type: none"> <li>• the media</li> <li>• libraries</li> <li>• transport providers</li> <li>• medical practices</li> <li>• Council for Voluntary Services</li> <li>• 50+ Forums</li> </ul> <p>The survey was targeted at community/voluntary transport users and non-users. Of the 1488 responses, 1053 questionnaires were completed by CT users. Of those respondents:</p> <ul style="list-style-type: none"> <li>• 48% (505) used community/voluntary transport to get to health related appointments</li> <li>• 18% (190) found transport to health appointments difficult</li> <li>• there was a high level of satisfaction particularly with the door-to-door reliability of the service.</li> </ul>
Stage 1 – 2014 Public Engagement Survey 20 October to 15 December 2014	<p>The survey was undertaken to assess the use of public transport and Community Transport and assess how the withdrawal of subsidised Community Transport and Public Transport services would affect members of the public including current users. It was promoted through:</p> <ul style="list-style-type: none"> <li>• the media</li> <li>• libraries</li> </ul>

<b>Source</b>	<b>Reason for using</b>
	<ul style="list-style-type: none"> <li>• transport providers</li> <li>• medical practices</li> <li>• Council for Voluntary Services,</li> <li>• 50+ Forums</li> </ul> <p>Approximately 3000 people took part in this survey. Of these just 216 people stated they used the aCTive Travel service.</p> <p>Feedback relating to aCTive Travel suggested 63% (136) used the service weekly; aCTive Travel service was the second service in order of priority.</p>
<p>Stage 2- 2015 consultation. 20 July to 13 September 2015</p>	<p>The consultation set out the context on which the proposal was based. The proposal being for the County Council to withdraw funding for aCTive Travel.</p> <p>The consultation took place between 20 July and 13 September 2015. Questionnaires were made widely available and promoted through:</p> <ul style="list-style-type: none"> <li>• the media</li> <li>• libraries</li> <li>• CT organisations</li> <li>• the voluntary sector</li> <li>• the 50+ Forums</li> </ul> <p>Council members, district/borough and parish councils and officers in the health sector were notified.</p> <p>Community Transport organisations organised consultation events to engage with passengers and to discuss alternative plans to mitigate possible adverse impacts.</p> <p>Of the 963 respondents who completed the questionnaire:</p> <ul style="list-style-type: none"> <li>• 26% (240) used aCTive Travel services.</li> <li>• 65% (532) of respondents disagreed with the proposal to withdraw funding for aCTive Travel.</li> </ul>
<p>Report commissioned by Age UK in June 2015 – using analysis from the English Longitudinal Study of Ageing (ELSA), Stakeholder meetings attended by transport experts.</p>	<p>The Age UK report highlights those who most need access to hospitals, the elderly, people in poor health and those on low incomes who find it most difficult to get to health appointments.</p> <p>This aligns with findings from the consultation and the profile of typical aCTive Travel users. In the consultation 85% (571) of users are over 75, which correlate with national data confirming that 80% of the 85+ age group are unable to use available public transport due to mobility problems.</p>
<p>The English Indices of Deprivation 2015, Derbyshire Analysis</p>	<p>Provides socio-economic context including income deprivation affecting older people and the physical</p>

<b>Source</b>	<b>Reason for using</b>
	and financial barriers to key local services.
The Future of Transport in an Ageing Society (2015), Age UK.	This study provides a national overview of issues relating to the projected population increase in people over 65, 80 and 90 and the current failure of public transport to address the needs of elderly people. It provides some valuable national statistics which relate to the Derbyshire consultation outcomes.

#### 4. Known impact on different protected characteristic groups

- a. From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?

<b>Protected Group</b>	<b>Findings</b>
<b>Age</b> including children and families, older people	The ELSA study (2015) suggests that there is an increase in public transport use by the 70-80 age groups as driving licence holders in that age group declines. Private car and public transport usage further declines in the 80+ age group.  Elderly people are most likely to be affected if aCTive Travel funding is withdrawn and according to the 2014/15 aCTive Travel data approximately 80% (550) of aCTive Travel users are over 75 years of age.
<b>Disabled people</b> including mobility, sensory, learning, mental health, HIV, carers and relatives	Data from the 2014 Public Engagement survey suggests approximately 25% of bookings are made by wheelchair users who require the use of an accessible vehicle with a passenger tail lift. Some wheelchair users use the service regularly and typical journeys include transport to local authority day centres over and above their entitled days. If these passengers are unable to source alternative transport, or afford taxi fares then withdrawal of aCTive Travel funding support will impact on their ability to get out of their homes and could affect their general well-being.
<b>Gender (Sex)</b> including men and women, boys and girls	ACTIVE Travel offers a safe and secure environment, especially for elderly women. From 2014/15 data 73% (528) of aCTive Travel users were female and 80% (422) of those women were age 75 and over. Elderly female passengers are most likely to be adversely affected because they are the least likely group to use a taxi or have a partner to attend appointments with them.
<b>Gender reassignment</b> – including impact if any on Transgender people	From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of gender reassignment.
<b>Marriage and civil partnership</b> – also include impacts on lone parents and unmarried couples	From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of marital status.
<b>Pregnancy and maternity</b> – including new mothers/ parents	From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of pregnancy or maternity.
<b>Race</b> – including all racial groups, including impact if any on Gypsies and Travellers	From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of race.



<b>Religion</b> and belief including non-belief, including religious minority communities, Humanists	From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of religion or belief.
<b>Sexual orientation</b> – including the impact if any on LGB people	From the information available and the consultation it is not thought that the proposals will pose a disproportionately adverse impact on people because of sexual orientation.

## Non-statutory

Poorer and disadvantaged communities and groups, including people who experience financial exclusion	If Community Transport organisations are able to continue to offer a service but at an increased cost to passengers this would have an adverse effect on current users in this protected group. Most passengers are pensioners on fixed incomes experiencing significant mobility problems and requiring not only transport but assistance. Health problems are more prevalent in disadvantaged communities in which case it would be reasonable to assume that any increase in cost will impact on people in those communities (ELSA 2015).
Rural communities	<p>The proposal is likely to impact on rural communities where there is limited or no public transport available.</p> <p>Nationally, rural areas have suffered from cuts in public transport and according to the analysis on the Bus Subsidy Reform consultation (DfT 2013) the Bus Services Operators Grant may be further reduced by 2017 which may have further implications for rural transport. The Cabinet Office produced a report on Social Inclusion in 2009 which forecast a 186% growth in the number of people in the 85+ age group in rural areas compared to 149% in the UK as a whole. This suggests the problem of transport to health services will increase particularly as the ELSA study suggests the use of a private car and public transport declines in the 80+ age group.</p>

## Impact on employees of Derbyshire County Council or prospective employees

<p>Employees at DCC - If aCTive Travel funding is withdrawn there would be no further project management required by officers.</p> <p>Employees at CT organisations - Drivers' workloads and the amount of administrative work required in CT offices would decrease. Organisations operating a car scheme will see a reduction in the level of volunteer support as volunteer use decreases.</p>
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- b. From existing customer and other feedback – who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?

<b>Protected Group</b>	<b>Findings</b>
Age	<p>Approximately 85% (788) of people who responded to the 2015 consultation were age 75 plus. Of the 819 respondents to the question about withdrawing funding for aCTive Travel, 65% (532) of people disagreed with the proposal to withdraw aCTive Travel funding.</p> <p>Comments suggest people will find it very difficult to access health services because their age impacts on their mobility and they are in need of additional support.</p> <p>Responses received included:</p> <p><i>"As a 90 year old this service is a lifeline".</i></p> <p><i>"This is the only way of getting to a health appointment, I rely on it".</i></p>
Disability	<p>57% (548) of respondents to the 2015 consultation considered themselves disabled and 83% (455) of those people have a mobility problem, 29% (159) have a disability affecting hearing and 24% (132) are affected by impaired vision. People with a disability are more likely to be in need of healthcare and be reliant on other people to transport them.</p> <p>Responses received included:</p> <p><i>"It helps people with disabilities..... help you would not get from a taxi. Especially if you have no family for help".</i></p> <p><i>"Because of being in an electric wheelchair I wouldn't be able to get (anywhere) any other way".</i></p>
Gender (Sex)	<p>79% (759) of respondents to the 2015 consultation are female and according to feedback the majority of respondents have commented on the adverse impact the withdrawal of aCTive Travel will have on their lives.</p> <p>It will particularly impact on women who have no-one to rely on to give support and elderly women who feel vulnerable travelling in a taxi with a driver they are not familiar with. ACTive Travel provides a safe and secure journey for elderly, frail or vulnerable people.</p> <p>Responses received included:</p> <p><i>"I am frightened of taxis; I have no family locally to go to appointments with me. The Doctor would have to come to me..."</i></p> <p><i>"My husband is in a wheelchair through big toes and other toes amputated. This service helps him and me (wife and carer) No help is coming from social service which is awful. We will miss this service."</i></p>
Gender reassignment	N
Marriage and civil partnership	N
Pregnancy and maternity	N
Race	N

Controlled/ Restricted (Delete as necessary)

Religion and belief including non-belief	N
Sexual orientation	N

## Non-statutory

Poorer and disadvantaged communities	<p>Currently the subsidy is passed on to passengers - they are not charged for 'dead mileage' or full mileage costs. If the cost is raised this will impact on the poorer, disadvantaged communities and they may not be able to use the service as often or possibly not at all.</p> <p>Comments received include:</p> <p><i>"The only alternative for some people would be a taxi and Heanor to Derby hospital is £30 each way".</i></p> <p><i>"I would find it impossible to take any other transport. I have no car and taxis are so expensive".</i></p>
Rural	<p>65% (532) of the 819 respondents who disagreed with the proposal to withdraw funding for aCTive Travel indicated that in many cases there was no easy alternative to get to hospital on public transport. Frequency is often limited in rural areas and changing buses in a city can be daunting for elderly and disabled people. 'Essential' and 'lifeline' are two commonly used words.</p> <p>Responses include:</p> <p><i>"For many people particularly in rural areas there is no alternative. Taxis are often not available at certain times of the day, do not assist the passenger and cannot/will not wait during the appointment. This service is a necessity for the elderly/less able."</i></p> <p><i>"This is again an essential service for Derbyshire residents. With so many isolated villages all being served by doctors surgeries and hospitals in other towns, people could miss important healthcare if an alternative means of transport cannot be found or cannot be afforded by the person."</i></p>

## Employees or prospective employees

This may impact on employees of the Community Transport organisations who have been employed specifically to work on the aCTive Travel project. However, in most cases work is integrated with other duties within the organisation's operations.

c. Are there any **other** groups of people who may experience an adverse impact because of the proposals?

An increasing number of people of various ages are turning to voluntary sector organisations for help with

transport to health appointments because they are not eligible or have been declined assistance by the NHS Non-Emergency Patient Transport Service. These people generally may find the journey by public transport lengthy, physically difficult and tiring. If they have received day treatment they may need extra support at the hospital and may be unable to return home on their own. One of the benefits of aCTive Travel is that extra support at the hospital is provided by the driver if it is needed.

#### d. Gaps in data

What are your main gaps in information and understanding of the impact of your policy and services? Please indicate whether you have identified ways of filling these gaps.

Gaps in data	Action to deal with this
<p>There is no published evidence which shows to what extent the aCTive Travel service contributes to health objectives and delivers savings for both the health and adult care sectors.</p> <p>In particular there is a lack of data to demonstrate how aCTive Travel contributes by:</p> <ul style="list-style-type: none"><li>- reducing the number of missed health appointments</li><li>- reducing the demand for Non-Emergency Patient transport service</li><li>- reducing long term health problems</li><li>- reducing anxiety relating to accessing health services therefore improving health and well-being</li><li>- maintaining independent living.</li></ul> <p>It has never been established how many passengers do actually rely on aCTive Travel completely and have no alternative.</p>	<p>Public Health and the Clinical Commissioning Groups will be provided with an analysis report showing aCTive Travel data, criteria and case studies to raise awareness about the benefits of this service and how it contributes to meeting health objectives.</p> <p>This may mean assessing every passenger to make sure they meet the criteria.</p>

**6. From the consultation you have carried out specifically in relation to proposed changes, what views or issues have been raised by those who have responded?** (Include both their views and any issues they have raised which alludes to the likely impact)

#### a) Please summarise the consultation which has been carried out

**Stage 1** was a scoping exercise which took place in November/December 2014 to determine how, why and when people use both subsidised public and community transport. People were asked:

- if they would be prepared to pay more for the DAB service.
- the impact on them if this and aCTive Travel services were withdrawn.
- what they thought should be the most important priority in determining what the county council should fund.

The survey ran for eight weeks, closing on 14 December. The consultation questionnaire was made available online and widely publicised through the council's website, social media, press releases, posters, letters and emails, 50+ Forums, parish and town councils, the Your Derbyshire e-newsletter and the Members' e-newsletter and on affected bus services. Paper-based questionnaires were also made available to passengers on community transport vehicles and through local libraries, district/borough council offices.

The county council's bus surveyors also engaged with members of the public at various transport hubs throughout the county to raising awareness of the consultation. Other stakeholders were also contacted, including the Campaign for Better Transport, and doctors' surgeries.

Over 3,000 questionnaires were completed:

- 1,025 online
- 2,125 printed questionnaires
- 8 letters
- 10 emails

**Stage 2** public consultation :

- eight week consultation from 20 July to 13 September 2015.
- sought views on several proposals:
  - DAB services – every community, town or village is offered one shopping bus service a week. The destination, day, time and operator may be different to the current service.
  - aCTive Travel service - for the county council to cease funding for the service.

Online submissions were encouraged but it was appreciated paper-based questionnaires would be preferable to current passengers. 2,500 paper copies were distributed between all the Community Transport organisations, libraries and stakeholder organisations and individuals on request. The consultation was widely publicised.

963 completed questionnaire responses were received, including:

- 770 completed printed questionnaires
- 193 online questionnaires
- 31 letters/emails.

- b) Please summarise the feedback received. This should make clear where those who have responded have highlighted any potential adverse impact as well as their opinions on the proposals.

**Stage 2** - Of the 963 respondents, 820 people commented on the question, "How strongly do you agree or disagree with the proposal to withdraw funding for aCTive Travel services to healthcare appointments?"

65% (533) of those respondents disagreed with the proposal, 9% (74) agreed with the proposal and the remaining 26% (213) were not sure.

**Views/issues raised are summarised as follows:**

**Difficulty in accessing health appointments**

Without the aCTive Travel service people, especially the elderly and disabled would not be able to get to health appointments.

- *'This is vital for less mobile people and takes the worry out of getting to health appointments'.*
- *'This will affect the most vulnerable at a time they most need it'.*

**Caring and personalised services**

The service goes beyond being a taxi service. It is a personalised service where drivers will provide support when needed. For example, getting a wheelchair, taking passengers into hospital and making sure they are in the right hospital department.

Typical comments include:

- *'The service is vital for a lot of people and a lifeline; it provides people with additional support if required'.*
- *'As a driver with the Car Scheme I know how grateful passengers are, especially when the driver waits to*

*pick them up to return'.*

- *'The Community Car Service is a personal service and provides practical help that improves quality of life for those who use it and those who generously provide it.'*
- *'I am frightened of taxis; I have no family locally to go to appointments with me. The Doctor would have to come out to me without this service'.*

#### **Lack of choice**

There is often no alternative especially in rural areas or if someone is disabled.

- *'I am disabled and I have never had a driving licence and because of where I live I am unable to walk up or down the hill I live on to use the normal bus service. The aCTive Travel service is a necessary and welcome lifeline to me and other people in my circumstances'.*
- *'It helps people with disabilities to get around, help you would not get from a taxi especially if you have no family help'.*
- *'I have used this (service) a lot this year. I go to the Royal and it is very comforting to have someone waiting for you. They get a wheelchair and take you to the car, it can be up to 3 hours and I don't have any family to take me'.*

#### **Non-Emergency Patient Transport**

Due to changes in Patient Transport criteria aCTive Travel is essential for those with no other means of transport.

- *'I know Patient Transport has been restricted so this service is important'.*
- *'It's the only way I am able to get to appointments at the hospital or Doctors if and when necessary'.*
- *'With limited non-emergency Patient Transport availability there are residents that will struggle to find transport for appointments, it could prove more costly to the NHS and DCC in the future'.*

## **7. Are there any ways of avoiding or reducing likely possible adverse impact on any groups of people, what are those actions, and how will they assist?**

- **Short Term:** DCC is researching funding possibilities from other departments/organisations, although this is increasingly unlikely given reductions in Public Health budgets forecast for 2016/17. If successful this would avoid or reduce adverse effects in the short term if not the long term.
- **Long Term:** DCC has been awarded funding from the Department for Transport's 'Total Transport Pilot Fund'. This project will review passenger movements in two rural areas of Derbyshire (Bolsover and Derbyshire Dales) and pilot what is called a 'total transport' approach which will investigate improved integration of the existing transport network in these areas combining journeys where feasibly possible. This may mitigate adverse effects in the long term if the pilot projects show this approach is beneficial and can be replicated elsewhere in the county.
- Officers will encourage and support CTs to consider operating the service at full cost to passengers by means of a more targeted service or by attracting alternative funding streams. This is to address negative adverse impacts on the most vulnerable service users.
- The CT schemes may be able to secure alternative funding from elsewhere to sustain the service, however, the outcome of this may mean that the service may not be consistent across the county if the CT Schemes apply for funding individually and the cost of the service to the passenger may also be inconsistent.

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## 8. Main conclusions and Recommendations

### CONCLUSIONS

Based on the analysis the following is believed to be of importance and should be noted by decision-makers:

1. Although the number of regular passengers using aCTive Travel is relatively small, approximately 300 across the county, feedback from passenger surveys and consultations show that it is extremely valuable to those passengers and provides essential access to healthcare services.
2. Accessing healthcare services is more problematic for passengers in rural areas with limited public transport, fewer taxis and isolated family networks.
3. There may be some (unknown) negative impact on the most vulnerable passengers which may further impact on the NHS and Adult Care services.

### RECOMMENDATIONS (if any)

It is recommended that:

1. A Health Impact Assessment should be carried out before any decision is taken to withdraw funding from this service.
2. Alternative funding options should continue to be investigated by county council officers.
3. Community Transport organisations should be encouraged to investigate alternative funding streams and to explore financially sustainable options.

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## 9. Action planning in response to the completed analysis

<b>Objective</b>	<b>Planned action</b>	<b>Who</b>	<b>When</b>	<b>How will this be monitored?</b>
What you want to achieve	What you intend to do	Responsible person or department	Timing of action	Monitoring and review arrangements
Consider alternative funding for a self-sustainable aCTive Travel service to remain in operation where needed.	Meet with possible funding partners to discuss possible solutions including sustainability with the CT Schemes.	E.Wachlarz	January - March 2016	Economy, Transport and Environment, Departmental Management Team
Reduce the effect on elderly and disabled passengers.	Provide a comprehensive list of alternatives, including accessible taxis and CVS Car Schemes.  Develop ideas to disseminate this information.	E. Wachlarz	January - March 2016	Economy, Transport and Environment, Departmental Management Team
Encourage medical practices and hospitals to monitor missed appointments  Encourage CT's to monitor referrals to transport	Discuss this with practice managers at the outset. Similarly discuss with hospitals.  Speak with the CTs asking them to set up monitoring arrangements.	E. Wachlarz	January - March 2016	Economy, Transport and Environment, Departmental Management Team
Influence other statutory bodies/departments to take into account the impact of withdrawal of the service on the health and well-being of people affected in the protected groups.	Participate in a review of voluntary sector funding with Adult Care, the CCG's and Public Health.  Ensure any feedback from monitoring arrangements is fed back to the Health Sector.	E. Langton	Ongoing	
Encourage the CT sector and wider voluntary car scheme sector to investigate alternative funding streams or full cost recovery models.	Discuss the alternatives with CT officers and the viability of such solutions.	E. Wachlarz	Ongoing	



## **10. Monitoring and review arrangements**

Please outline what steps will be taken to monitor and review the implementation of proposals if they are agreed here:

Monitoring of the action plan by Economy, Transport and Environment Management Team.

Review monthly at Management Team meetings.