



Place Scrutiny Committee

Date: Wednesday, 10 July 2019

Time: 10.00 am

Venue: South Walks House

Membership: (Quorum 3)

Daryl Turner (Chairman), Cherry Brooks (Vice-Chairman), Robin Cook, Jean Dunseith, Simon Gibson, Ryan Hope, Val Potheary, Andrew Starr, Roland Tarr and David Taylor

Chief Executive: Matt Prosser, South Walks House, South Walks Road, Dorchester, Dorset DT1 1UZ (Sat Nav DT1 1EE)

For more information about this agenda please contact Fiona King 01305 224186 - fiona.king@dorsetcouncil.gov.uk



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Members of the public are welcome to attend this meeting with the exception of any items listed in the exempt part of this agenda. **Please note** that if you attend a committee meeting and are invited to make oral representations your name, together with a summary of your comments will be recorded in the minutes of the meeting. Please refer to the guide to public participation at committee meetings for more information about speaking at meetings.

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AGENDA

Page No.

1 APOLOGIES

To receive any apologies for absence.

2 DECLARATIONS OF INTEREST

To receive any declarations of interest.

3 TERMS OF REFERENCE

To note the Overview and Scrutiny Committees' Terms of Reference, as set out in the Dorset Council Constitution (Part 1, Article 7 – Overview and Scrutiny Committees) :-

<https://moderngov.dorsetcouncil.gov.uk/documents/s5016/Part%201.%20Pages%203-95%20-%20Articles.pdf>

4 PUBLIC PARTICIPATION

To receive questions or statements on the business of the committee from town and parish councils and members of the public.

5 WORK PROGRAMME FOR THE PLACE SCRUTINY COMMITTEE

5 - 10

To agree a framework for future meetings.

6 CABINET DECISIONS

To note Cabinet decisions made prior to Place scrutiny meetings.

Please click the link below to view recent Cabinet meeting agendas and minutes:-

<https://moderngov.dorsetcouncil.gov.uk/ieListMeetings.aspx?CommitteeId=152>

7 FUTURE USE OF SOMERLEY HOUSEHOLD RECYCLING CENTRE (HRC) BY DORSET RESIDENTS 11 - 36

To consider a report from the Cabinet Member for Customer, Community and Regulatory Services prior to a decision being made by the Cabinet at their meeting on 30 July 2019.

8 DORSET COUNCIL - PUBLIC TRANSPORT 37 - 66

To consider a report from the Corporate Director for Economic Growth and Infrastructure.

9 THE POTENTIAL OF A "LOCAL AREA FORUM / BOARD" AND THE INVOLVEMENT OF TOWN & PARISH COUNCILS IN THE DEVOLUTION OF SOME SERVICE AREAS TO THEM FROM DORSET COUNCIL

A scrutiny item raised by the Chairman for discussion.

10 COMPLAINTS

To receive a presentation from the Senior Assurance Officer, Complaints to give members a good insight into the public's view of the Council's service delivery.

11 URGENT ITEMS

To consider any items of business which the Chairman has had prior notification and considers to be urgent pursuant to section 100B (4) b) of the Local Government Act 1972. The reason for the urgency shall be recorded in the minutes.

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Dorset
Council

Place Scrutiny Committee Work Programme

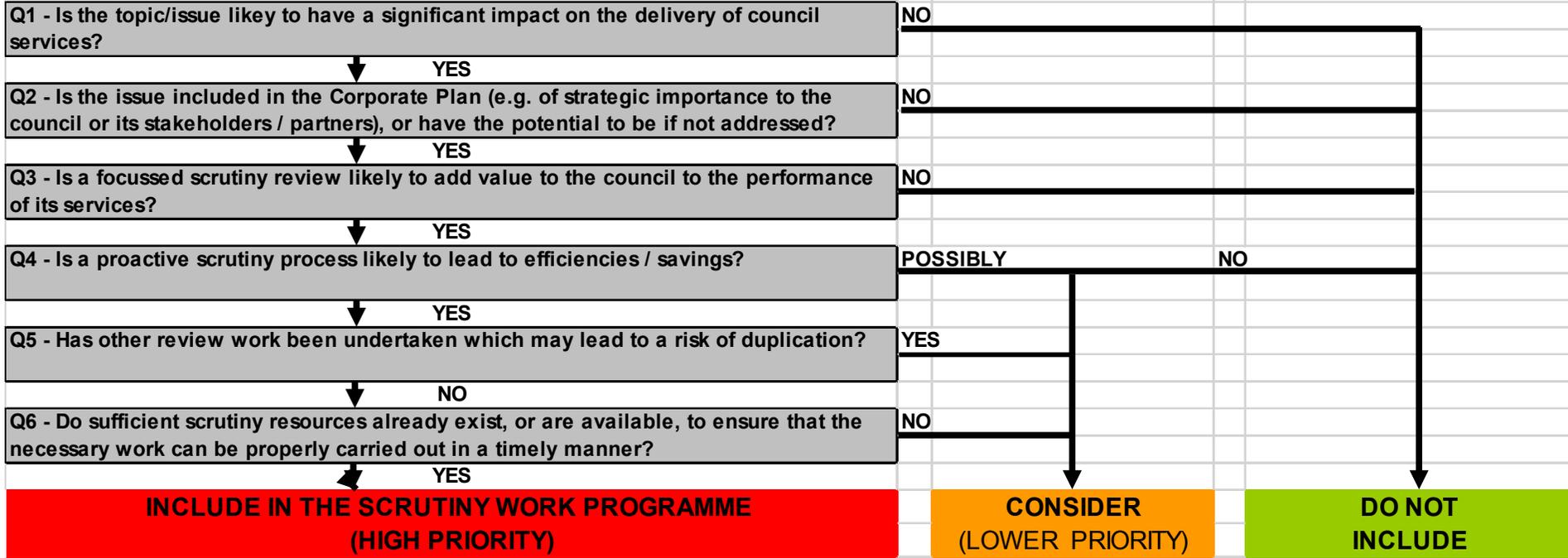
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Chairman: Daryl Turner
Vice Chairman: Cherry Brooks

Agenda Item 5

Specific issues previously discussed by the Panel for potential further review:	
	For all items listed to the left members are asked to:
<u>Topics Completed</u> <ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Complete the prioritisation methodology • Identify lead Member(s) and lead Officer(s) • Provide a brief rationale for the scrutiny review • Indicate draft timescales • Assign the item to a meeting in the work programme

Scrutiny Review Prioritisation Methodology:



Date of Meeting	Item/Purpose	Key Lines of Enquiry (KLOE)	Lead Member/Officer	Reference to Corporate Plan	Target End Date
Thursday 24 October 2019 (10.00am)	<p>Annual Community Safety Report</p> <p>The potential of a “Local Area Forum / Board” & the involvement of Town & Parish Councils in the Devolution of Service Areas from DC. Potential input from, DAPTC and Town Councils. This item was “suspended” by the Shadow Authority & T&P Councils have expressed concerns wishing to move this issue forward.</p>	Andy Frost	Cllr Daryl Turner		
Thursday 30 January 2020 (10.00am)					
Tuesday 10 March 2020 (10.00am)					

John Sellgren
Executive Director for Place (Lead Officer for the Place Scrutiny Committee)

Date: 10 July 2019

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Date of Meeting: Place Scrutiny 10th July 2019
Cabinet 30th July 2019

Lead Member: Councillor Anthony Alford – Lead Member for Customer, Community
and Regulatory Services

Lead Officer: Karyn Punchard, Corporate Director for Place Services (Scrutiny)
John Sellgren, Executive Director for Place (Cabinet)

Executive Summary:

This paper outlines the charges that Hampshire County Council propose to introduce for non-residents at their Household Recycling Centres from April 2020. 56% the users of Hampshire County Councils Somerley HRC near Ringwood are Dorset residents. A survey of residents has been undertaken and the findings presented along with possible impacts of options.

The impact of any decision will be closely monitored at the both the Somerley and Wimborne HRCs.

Equalities Impact Assessment:

An EqIA has been carried out (Appendix 1) and has been sent for approval to the Place Diversity Action Group. The EqIA identifies negative impacts for residents with a disability and those on low incomes.

Budget:

The Waste disposal budget includes budget provision of £60,630 for a contribution to Hampshire County Council for the operation of Somerley HRC.

There is a similar budget allocation of £70,000 to contribute to the costs of Dorset residents using the BCP site at Nuffield.

There is currently no budget to contribute to any other HRC cross border usage.

The end of free access to residents will result in increased costs to the Dorset waste budget, either directly by the council making payments to Hampshire County Council in recognition of Dorset residents using their site, or indirectly by residents changing their waste disposal and recycling behaviour.

Risk Assessment:

Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: HIGH

Residual Risk HIGH

It is anticipated that there will be a high negative reputational and service delivery impact, including the impacts on the residents who use Wimborne HRC.

Payment to Hampshire County Council will mitigate the major risk. DWP can also provide lesser mitigation through ongoing education campaigns and promotion of the garden waste service in that area.

Other Implications:

Depending on the decision, the arrangements for the use of the BCP Millhams and Nuffield HRCs may need to be reviewed in order to have a consistent approach to cross border HRC usage.

There may be increased use of Wimborne HRC and therefore increased costs of waste arisings, additional traffic to/from Wimborne HRC and potential for increase in flytipping and/or burning of garden waste.

Recommendation:

It is recommended that

- a) Dorset Council do not pay Hampshire County Council in lieu of proposed charges to users of the Somerley HRC.
- b) The budget provision for Somerley HRC of £60,630 be retained in the waste budget to cover consequential costs (additional disposal costs, flytipping etc) anticipated as a result of charges being introduced at Somerley HRC. Any actual costs incurred higher than this figure must be dealt within the existing budget.

Reason for Recommendation:

- a) Dorset Council does not have sufficient budget provision for a payment to Hampshire County Council over and above the existing £60,630.
- b) Charges at the Hampshire County Council site are in line with the principle of 'polluter pays'.
- c) There is currently no budget allocation to cover any consequential costs (additional waste disposal costs at Wimborne HRC and the kerbside, and flytipping) when charges at Somerley HRC are introduced.

Appendices:

Appendix 1 – EQIA as sent to Place Diversity Action Group
Appendix 2 – Location and indicative travel times from Dorset Council's HRCs and location of HRCs Dorset resident may use outside the County
Appendix 3 – Three and Five Mile Radii from Somerley HRC
Appendix 4 – Respondents to the Somerley HRC survey by Postcode
Appendix 5 – Summary of Survey of Residents
Appendix 6 – Financial Impact Scenarios

Background Papers:

Dorset Waste Partnership Joint Committee 24 January 2013 – Household Recycling Centres – Cross-border usage

Dorset Waste Partnership Joint Committee 17 January 2019 - Public consultation for Somerley HRC usage

Officer Contact

Name: Jason Jones, Group Manager (Commissioning)
Tel: 01305 225180
Email: jason.jones@dorsetcouncil.gov.uk

1. Background

- 1.1 Household Recycling Centres (HRCs) are a statutory function and councils are allowed to charge non-residents. There are currently ten HRCs in the Dorset Council area, and locations and travel times to the Dorset HRCs is shown in Appendix 2, along with the locations of HRCs in neighbouring authorities that Dorset residents can currently use (note: Salisbury HRC not shown as Wiltshire has banned non-residents).
- 1.2 There is currently no restriction on non-Dorset residents using the Dorset sites. Due to the location of the sites in relation to alternatives provided by neighbouring authorities and similar policies of charging for certain wastes, it is considered unlikely that there is any major movement of waste into Dorset, though this could be confirmed by surveys if required.
- 1.3 Currently Dorset residents use the site at Somerley in Hampshire free of charge. Hampshire County Council are intending to introduce a policy whereby only pre-registered Hampshire residents will be allowed to access their HRCs free of charge from 1 January 2020. Automatic number plate recognition will be employed to recognise pre-registered vehicles. All other users will be charged at point of access. It is understood the charge will be £5 per visit.
- 1.4 The Dorset Waste Partnership (DWP) were previously approached by Hampshire County Council for a contribution to the running costs of Somerley HRC and the DWP Joint Committee of January 2013 agreed the requested amount. There remains a budget provision of £60,630 in the current waste management budget to cover the contribution.
- 1.5 Agreements for residents to use the Bournemouth Christchurch and Poole Council's (BCP) sites at Nuffield and Millhams HRCs are in place. A payment is made to BCP based on historic usage of the Nuffield site by Dorset residents and currently stands at £70,000 per annum; access to Millhams is currently free to Dorset residents based on a reciprocal arrangement whereby former Bournemouth Borough Council residents access the Christchurch HRC without charge. With Christchurch HRC passing to BCP the arrangement for Dorset residents using Christchurch, Nuffield and Millhams HRCs may be reviewed and could result in additional costs to Dorset Council.

2. Use of Somerley HRC and Results of Survey

- 2.1 The Somerley HRC is close to the border with Dorset and convenient for the residents from Verwood, West Moors, Ashley Heath, Alderholt, the north of Ferndown and surrounding areas. A five-mile radius from Somerley, shown as Appendix 3, covers approximately 20,000 Dorset households. According to a recent survey undertaken by Hampshire County Council, Dorset residents makes up nearly 56% of total visits to the site. The HRC received 6,840 tonnes of waste in 2017/18 in total.
- 2.2 During February and March 2019, the DWP undertook a public survey to gather information on the usage of Somerley HRC and residents' views on the proposed changing. A total of 1586 responses were received. Appendix 4 details a map showing the location of responses by postcode.

A summary of responses is detailed in Appendix 5. Some key results show that:

- 46% of respondents visit at least once per month
- 86% of respondents are depositing bulky items that can't fit into a bin

If the £5 charge is introduced:

- 59% of respondents will add more waste to their kerbside bins
- 34% state that they are not sure what they will do

- 23% of respondents will go to a different HRC with 66% of people saying they will start to use Wimborne HRC

If charges to residents are introduced

- 39% of respondents prefer the annual permit for 6 visits per year at £15 - £20
- 31% of respondents prefer the option to pay £5 per visit

3. Possible Impacts of Charging

- 3.1 Charging to residents for using Somerley HRC is likely to result in
 - increased financial pressure on low income household
 - diverting this waste to Wimborne HRC and possible reduction in recycling and/or an increase in the volume of waste which is put in residual waste bins
 - possible increase, or a perception of an increase, in fly-tipping
 - increased burning of waste
- 3.2 Wimborne HRC is already operating at capacity. Long queues and delays occur frequently at Wimborne HRC already. The site has a small footprint and closes several times a day for containers to be changed. Any additional usage of this site will impact on new and existing users and further impact on residential properties and businesses who share the road to the site. This site is single level, with users having to climb steps to gantries to access the containers.
- 3.3 The option to improve Wimborne HRC was investigated some years ago and rejected due to high costs. Waste Local Plans have recognised that a replacement HRC is needed to serve the East Dorset area but a site has not been allocated. Whilst it was not possible to identify a site in the new Bournemouth, Dorset and Poole Waste Plan, this need was specifically mentioned in the Inspectors report (January 2019) which stated that the plan allows for the provision of this facility. A new HRC may cost between £3 – 5 million and could form part of a waste transfer facility to serve the east of the county. No funding is identified in any legacy capital programme for a new HRC in East Dorset. It should be noted that the provision of a new site can take several years.
- 3.4 Hampshire County Council has indicated that all options, with the exception of residents paying at the gate, are transitional for up to two years.

4. Options and Estimated Costs

- 4.1 All options will incur additional unbudgeted cost for Dorset Council, either in the form of a payment to Hampshire County Council, or in the form of consequential costs such as additional disposal costs at Wimborne HRC and at the kerbside, or fly-tipping.
- 4.2 The financial impact to Dorset Council will depend on any change in waste recycling and disposal habits, which are not possible to predict with accuracy. Appendix 6 shows three alternative scenarios if residents have to pay for the use of Somerley HRC:

Scenario 1 - this is what people said they would do (based on survey results)

Scenario 2 – if some people continue to use Somerley HRC

Scenario 3 – if greater numbers of people continue to use Somerley HRC

This shows a potential financial impact of the HCC decision between £76,000 to £144,000 to Dorset Council, depending on behaviour of Dorset residents.

- 4.3 Options for Dorset Council to pay or not to pay a subsidy to HCC are set out below. Any change in behaviours are difficult to predict and may change over time as residents adapt. The following financial effects must therefore only be used as a guide of the scale of financial impact and to compare options.

Option	Description	Potential cost to Dorset Council per annum
Options where residents are charged by Hampshire County Council – consequential costs for Dorset Council:		
1	Resident pays £5 each visit	Up to £144,000 as per Appendix 6
2	Resident pays for limited permit	Up to £136,000
3	Resident pays for unlimited permit	Between £69,500 and £121,000
Options where Dorset Council pay Hampshire County Council.		
4	Dorset Council pays for residents in a limited radius	Three Mile (9,100 households): £130,500 Five Mile (20,000 households): £286,500
5	Dorset Council pays for a limited paper permit system	Up to £280,000 - £370,000
6	Dorset Council pays for an unlimited electronic permit system	Up to £540,000 - £720,000

- 4.4 If any payment is made (£130,500 to £720,000, as per options 4,5 or 6 above) this payment could offset some of the additional disposal costs identified in Appendix 6, assuming residents continue to use Somerley in the same way.

5. Conclusion

- 5.1 It can be seen that the costs for Dorset Council to pay Hampshire County Council in lieu of a charge to residents is a significant cost, which is unbudgeted. Additionally, there are currently no funds identified to look at the feasibility of a new HRC site and/or site improvements elsewhere in Dorset.
- 5.2 Therefore, the recommendation is that Dorset Council do not pay Hampshire County Council in lieu of a charge to residents.



Equality Impact Assessment (EqIA)

Before completing this EqIA please ensure you have read the EqIA Guidance Notes

Title	Sommerley Household Recycling Centre		
Date assessment started:	29 May 2019	Version No:	2
		Date of completion:	6 June 2019

Type of Strategy, Policy, Project or Service:

Is this Equality Impact Assessment (please put a cross in the relevant box)

Existing:	<input type="checkbox"/>	Changing, update or revision:	<input checked="" type="checkbox"/>
New or proposed:	<input type="checkbox"/>	Other (please explain):	<input type="checkbox"/>

Is this Equality Impact Assessment (please put a cross in the relevant box)

Internal:	<input type="checkbox"/>	External:	<input type="checkbox"/>	Both:	<input checked="" type="checkbox"/>
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Report Created By:

Name:	Jason Jones
Job Title:	Group Manager (Commissioning)
Email address:	Jason.jones@dorsetcouncil.gov.uk
Members of the assessment team:	Anna Beach, Ian Manley

Step 1: Aims

What are the aims of your strategy, policy, project or service?
Create a policy of cross border Household Recycling Centre (HRC) usage with neighbouring authorities – there is an option whereby Dorset Council pays Hampshire County Council to maintain free access to Somerley HRC for Dorset residents. A paper is to be presented to Dorset Council Cabinet in July 2019.
What is the background or context to the proposal?
<p>Somerley HRC is provided by Hampshire County Council. It is close to the Dorset border and convenient for the residents from Verwood, West Moors, Ashley Heath, Alderholt and surrounding areas. An onsite survey carried out by Hampshire County Council suggest that 59% of users come from Dorset. Hampshire County Council have indicated that they will charge non-residents to use the site from April 2020. Dorset already pays another neighbouring authority for Dorset residents to use their facility.</p> <p>Dorset provide an alternative HRC at Wimborne – summer hours are the same as Somerley but winter hours are reduced. Wimborne HRC is however already oversubscribed with congestion and lengthy queues at peak times and when the site closes for the exchange of skips. In addition, Wimborne HRC is single level which requires residents to climb gantry steps, though the contractor is instructed to give reasonable assistance.</p>

Step 2: Intelligence and Communication

What data, information, evidence and research was used in this EqlA and how has it been used to inform the decision-making process?

During February and March 2019 we undertook a public survey to inform usage of Somerley HRC and residents' attitudes to the proposed changing. A total of 1586 responses were received. It is believed that this provides an adequate representation, noting that a slightly higher percentage of those responding were female (55%) than the population of east Dorset (52%)
Under-representation for under 18s (survey results 0.1%) but otherwise broadly reflects the remaining population (63.3% age from 18 to 64, 33% from 65 to 84, 1.6% are 85+, 2% prefer not to say)

This compares to profile for the area as below:

All Males	42,980	48.1%
All Females	46,400	51.9%
0-15 yrs	13,760	15.4%
16-64 yrs	47,660	53.3%
65+ yrs	27,970	31.3%

(source East Dorset Area Profile:

<https://apps.geowessex.com/stats/AreaProfiles/PreUnitaryAuthority/east-dorset>)

What data do you already have about your service users, or the people your proposal will have an impact on?

User survey undertaken 2019 includes user profile. Of those responding 137 (8.2%) declare a disability which includes physical disability, long term health and mental health condition.

What engagement or consultation has taken place as part of this EqlA?

User survey undertaken 2019

Is further information needed to help inform this proposal?

none
How will the outcome of consultation be fed back to those who you consulted with?
Results of policy change and mitigations will be communicated to residents via social media, newsletters, libraries and via town and parish councils, through a media strategy devised by our communication officer

Step 3: Assessment

Who does the service, strategy, policy, project or change impact?

- If your strategy, policy, project or service contains options you may wish to consider providing an assessment for each option. Please cut and paste the template accordingly.

For each protected characteristic please choose from the following options:

- Please note in some cases more than one impact may apply – in this case please state all relevant options and explain in the ‘Please provide details’ box.

Positive Impact	<ul style="list-style-type: none"> • Positive impact on a large proportion of protected characteristic groups • Significant positive impact on a small proportion of protect characteristics group
Negative Impact	<ul style="list-style-type: none"> • Disproportionate impact on a large proportion of protected characteristic groups • Significant disproportionate impact on a small proportion of protected characteristic groups.
Neutral Impact	<ul style="list-style-type: none"> • No change/ no assessed significant impact of protected characteristic groups
Unclear	<ul style="list-style-type: none"> • Not enough data/evidence has been collected to make an informed decision.

Age:	Unclear
What age bracket does this affect?	+17 (driver age plus
Please provide details:	All users of Somerley HRC and those residents using other impacted HRCs

Disability:	<i>Negative impact</i>
Does this affect a specific disability group?	Physical, long term illness, mental health conditions
Please provide details:	<p>Somerley HRC is split level so residents do not have to climb steps to access bins. Alternative HRC at Wimborne has steps to access bins but contractor has to give all reasonable assistance. However, this may not be sufficient for those with conditions that limit their ability to manage change or be away from facilities for a certain length of time, particularly in light of the increased congestion that would be caused at an already congested site.</p> <p>Those with disabilities that result in greater requirement to use an HRC but that do not wish to have increased bin capacity at the kerbside could also be adversely impacted.</p>

Gender Reassignment & Gender Identity:	Neutral Impact
Please provide details:	n/a

Pregnancy and maternity:	Neutral Impact
Please provide details:	n/a

Race and Ethnicity:	Neutral Impact
Please provide details:	n/a

Religion or belief:	Neutral Impact
Please provide details:	n/a

Sexual orientation:	Neutral Impact
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Please provide details:	n/a
Sex:	Neutral Impact
Please provide details:	n/a
Marriage or civil partnership:	Neutral Impact
Please provide details:	n/a
Carers:	Neutral Impact
Please provide details:	n/a
Rural isolation:	Neutral Impact
Please provide details:	n/a
Single parent families:	Neutral Impact
Please provide details:	n/a
Poverty (social & economic deprivation):	Negative Impact
Please provide details:	Hampshire County Council may charge residents direct to use HRC, adversely affecting those on lower incomes. Alternative Dorset HRC further distance causing increase costs of travel.
Military families/veterans:	Neutral Impact
Please provide details:	n/a

Step 4: Action Plan

Provide actions for **positive**, **negative** and **unclear** impacts.

If you have identified any **negative** or **unclear** impacts, describe what adjustments will be made to remove or reduce the impacts, or if this is not possible provide justification for continuing with the proposal.

Issue	Action	Person(s) responsible	Deadline	How will it be monitored?
Poverty	The decision by Dorset Council Cabinet is a decision on whether to mitigate the issue or not.	Cabinet	July 2019	Via the decision made.
Disability	Consider additional staff at alternative HRC to assist with steps	Jason Jones	April 2020	Through existing HRC monitoring arrangements
Disability	Investigate additional operating hours for alternative sites to reduce congestion and enable assistance	Ian Manley	April 2020	Through existing HRC monitoring arrangements
Disability	Provide replacement HRC in the area, split level site with capacity to avoid congestion and queuing	Jason Jones	n/a	Subject to further discussions

Step 5: EqIA Sign Off

Officer completing this EqIA:	Jason Jones	Date:	6 June 2019
Equality Lead:	Susan Ward-Rice	Date:	TBC 27 th June 2019
Relevant Focus Groups*:		Date:	TBC 27 th June 2019
Directorate Board Chair:		Date:	TBC 27 th June 2019

* To include Diversity Action Groups

Please send this completed EqIA to Equality Leads:

Equality Leads:

Susan Ward-Rice

susan.ward-rice@dorsetcouncil.gov.uk

Jane Nicklen

jane.nicklen@dorsetcouncil.gov.uk

Kathy Boston-Mammah

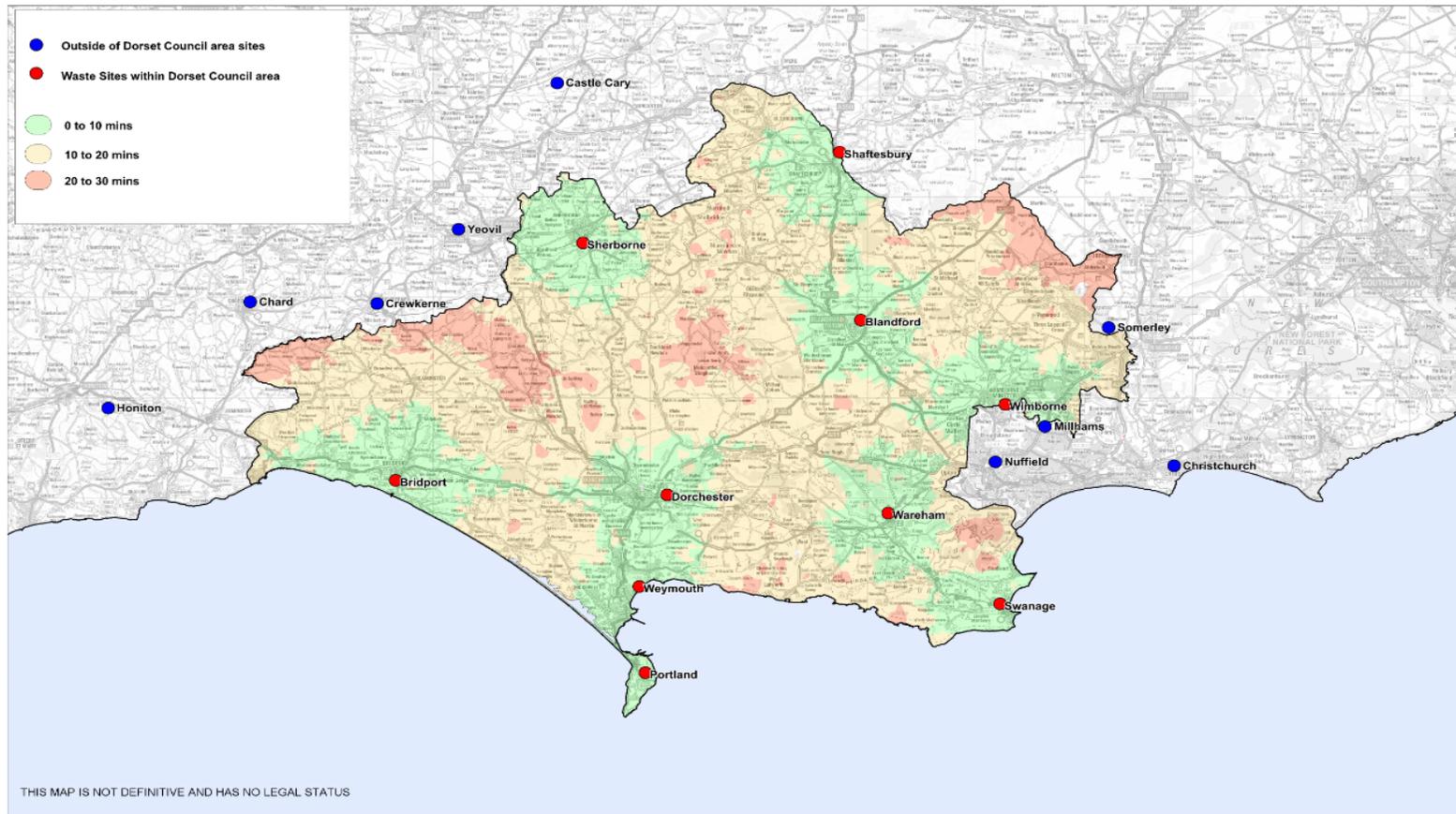
kathleen.boston-mammah@dorsetcouncil.gov.uk

Sharon Attwater

sharon.attwater@dorsetcouncil.gov.uk

Appendix 2 - Location and indicative travel times from Dorset Council's HRCs and location of HRCs Dorset resident may use outside the County

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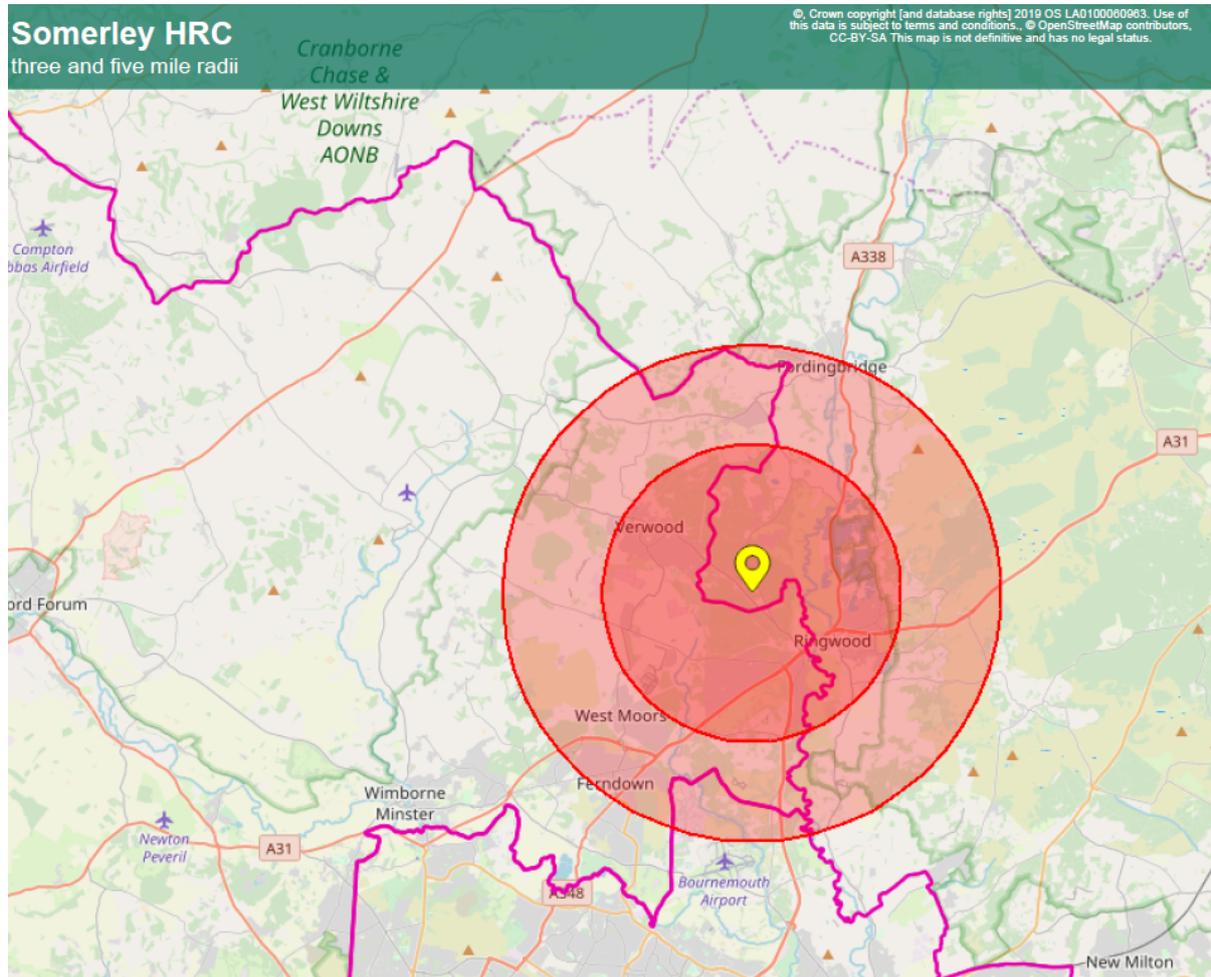


Indicative travel times from Dorset Council's HRCs and WTCs and the location of sites outside of Dorset Council area that Dorset Council residents may use

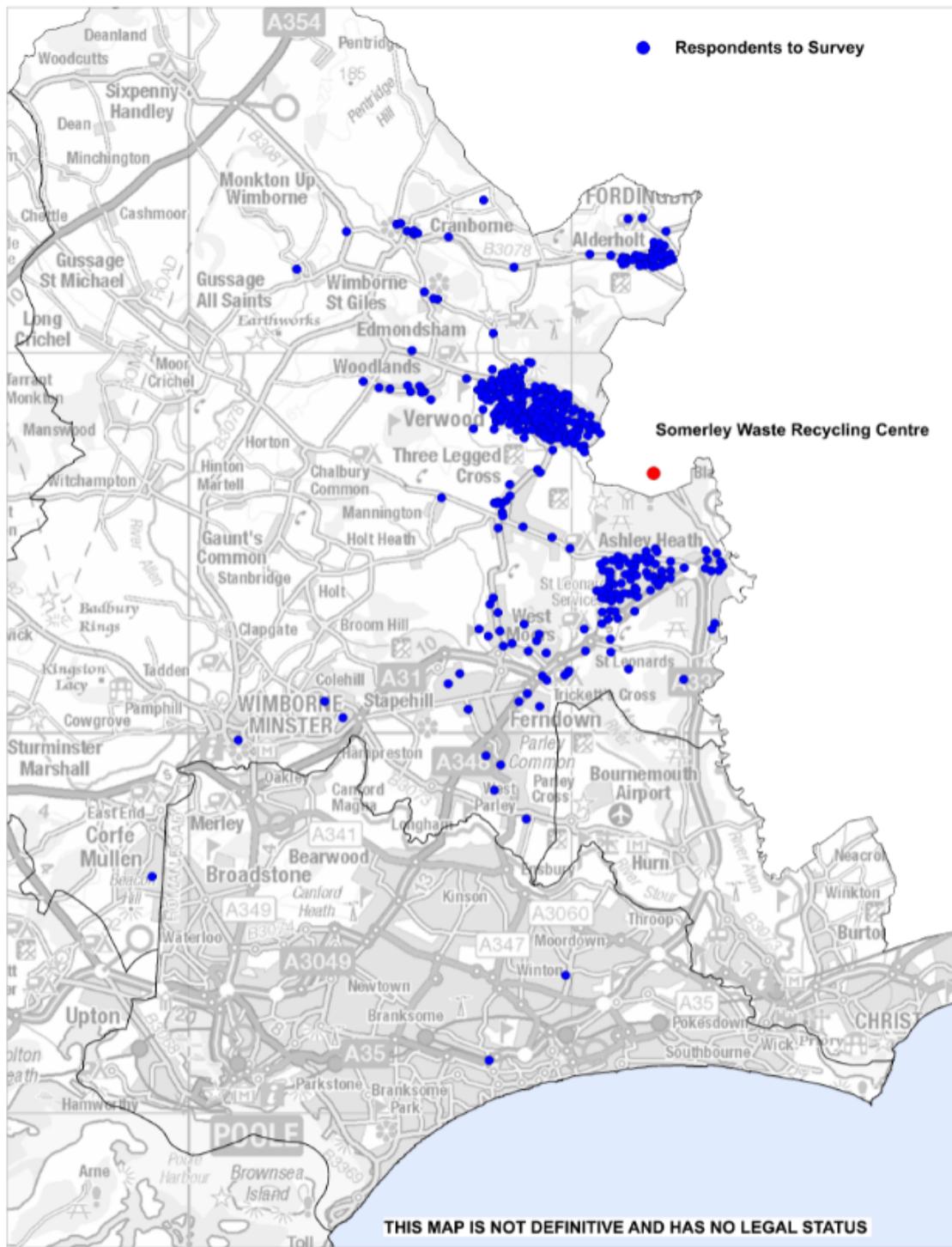
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Date: 04/06/2019
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Cent Y: 98565



Appendix 3 – Three and Five Mile Radii from Somerley HRC



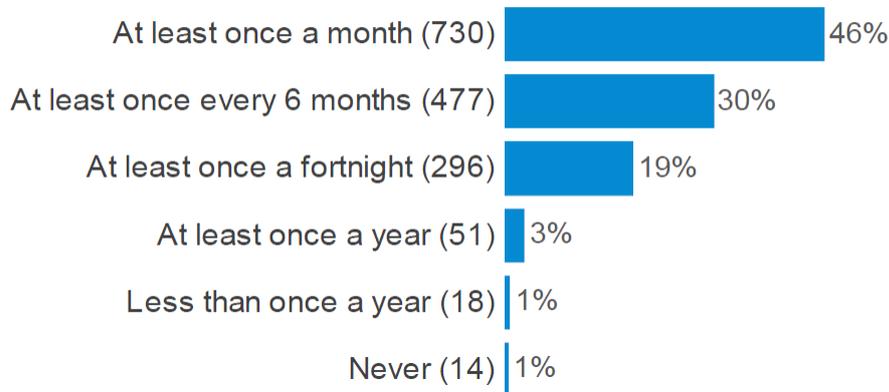
Appendix 4 – Respondents to the Somerley HRC survey by Postcode



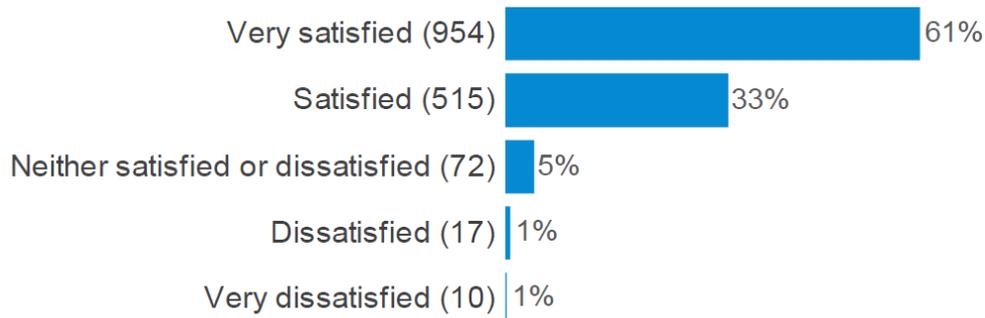
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 permitted to copy, sub-licence, distribute or sell any of this data to third
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 © Getmapping 2005, 2009 & 2014

Appendix 5 – Summary of Survey of Residents

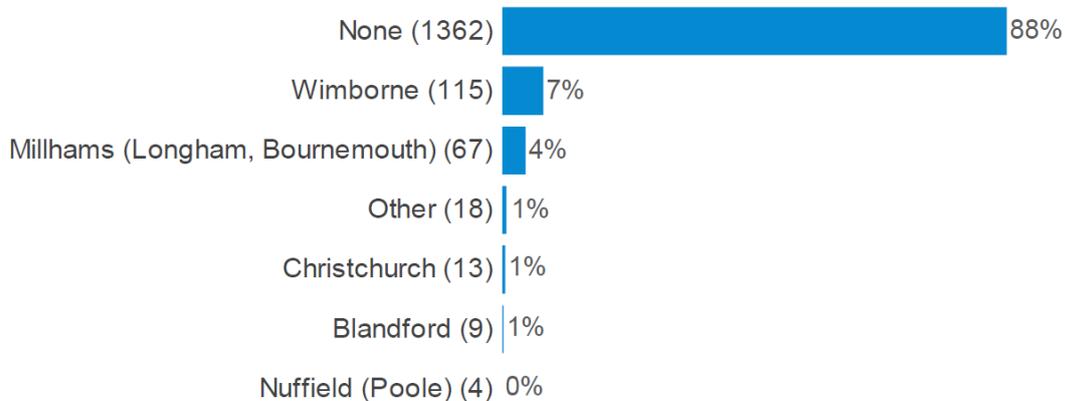
How often do you visit the Somerley Household Recycling Centre?



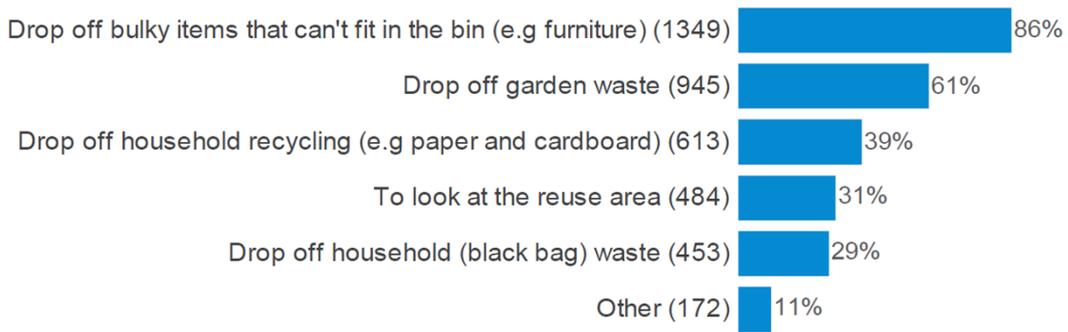
How satisfied are you with the Somerley Household Recycling Centre? (How satisfied are you with this alternative site?)



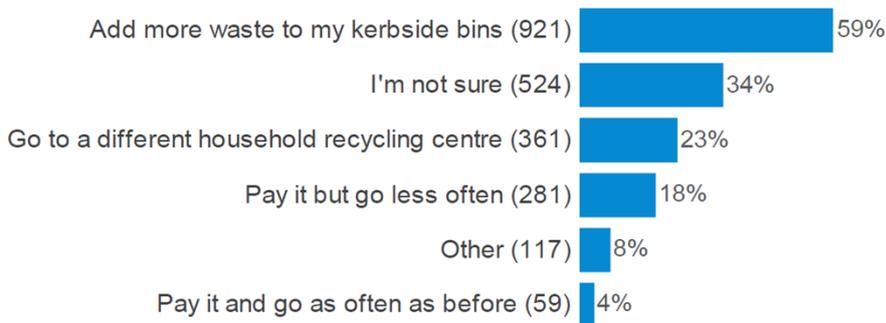
If any, what other household recycling centre(s) do you use? (tick all that apply)



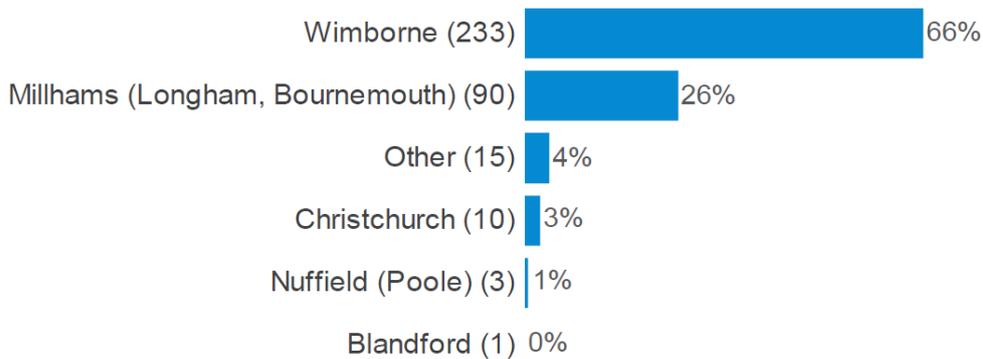
Why do you visit the household recycling centre? **(Please tick all that apply)**



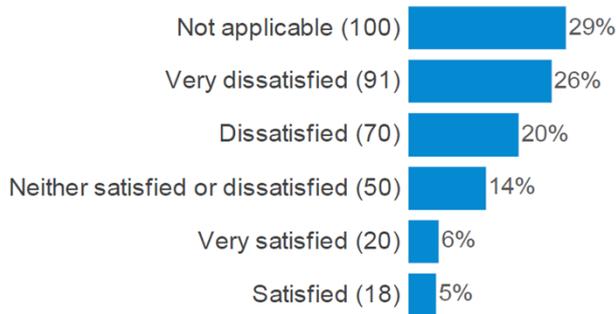
If a £5 charge for the use of Somerley is introduced, what will you do? **(Please tick all that apply)**



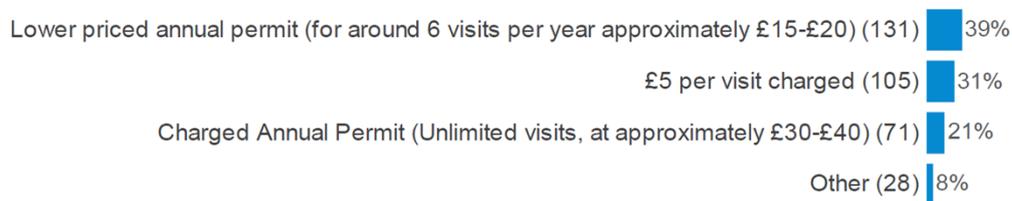
What household recycling centre will you start to use?



How satisfied are you with the alternative site? (How satisfied are you with this alternative site?)



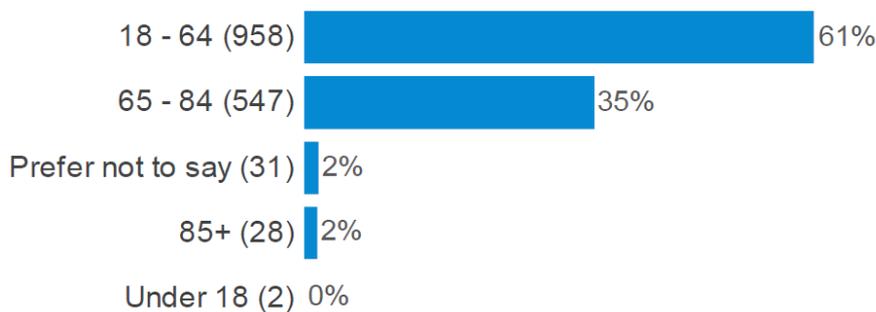
If you would like to continue using the Somerley site and charges are introduced, what would your preferred method of payment be?



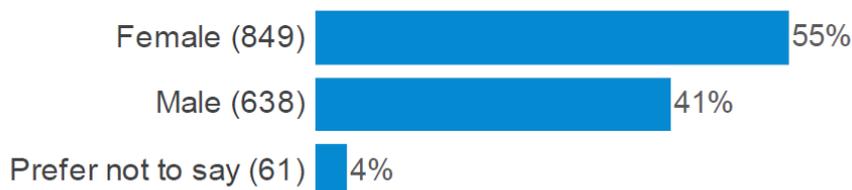
The Dorset Waste Partnership has a garden waste collection service. Are you a DWP garden waste customer?



Which age group do you belong to?



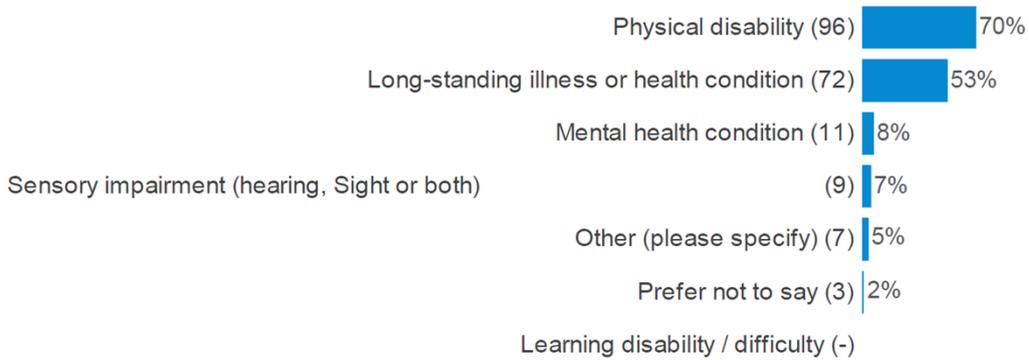
What is your gender?



Do you consider yourself to be disabled as set out in the Equality Act 2010?



If yes, please tell us which type of impairment applies to you. **You may have more than one type of impairment, so please select all the impairments that apply to you** (If yes, please tell us which type of impairment applies t...)



Other

mobility

I'm in a powered wheelchair 24/7 due to Full body spread CRPS

Type 1 diabetic

Peripheral Neuropathy and Restless leg Syndrome which limit my mobility.

Have two metal knees i.e. wearing out

I'm over 70 and unable to manage loading my car with much at a time - I can't risk injury or strain

Back pain

Summary of narrative comments received in survey

Hundreds of narrative comments have been received. The most common responses are summarised into broad headings as below:

- A common view is that Somerley is very conveniently located, well signed, well run, and staff are helpful.
- Disposal of electrical and metal items featured in many responses.
- As an alternative to using Somerley, burning of garden waste and fly-tipping was a common response.
- Regarding use of other HRCs, most respondents did not know where other HRCs were situated, and some respondents thought that they could not use other HRCs. Some were familiar with Wimborne HRC and references to travel time and queues into that site were problematic.
- Many respondents did not feel that a charge from Hampshire CC was justified on the basis that respondents were already council tax payers.

Appendix 6 – Financial Impact Scenarios

The three scenarios below are based on work on the impacts of HRC closure published by WRAP, Household Waste Recycling Centres Guide (2012).

Scenario 1 – Somerley usage based on survey results

	Cost to Dorset Council (£ per annum)
4% will continue to go to Somerley HRC	£0
15% will transfer to Wimborne	£22,200
	£122,03
59% will transfer to the kerbside bin	6
22% will be managed through other means***	£0
	£144,23
Total	6

Scenario 2 – medium usage Somerley HRC

	Cost to Dorset Council (£ per annum)
20% will continue to go to Somerley HRC	£0
12.5% will transfer to an alternative site (assume Wimborne)*	£18,500
	£101,35
49% will transfer to the kerbside bin**	2
18.5% will be managed through other means***	£0
	£119,85
Total	2

Scenario 3 – high usage Somerley HRC

	Cost to Dorset Council (£ per annum)
50% will continue to go to Somerley HRC	£0
8% will transfer to an alternative site (assume Wimborne)*	£11,840
31% will transfer to the kerbside residual bin**	£64,121
11% will be managed through other means***	£0
	£75,961
Total	£75,961

* Based on the cost of transport and disposal for these waste streams at Wimborne HRC

**equal split residual, green, recycling

***home composting, reuse, kerbside garden waste collection, hire of skips, mattress takeback schemes

**DORSET COUNCIL
COMMITTEE REPORT IMPACT ASSESSEMENT FORM**

This form must be completed by the report author and sent to officers, together with the draft committee report, as part of the report clearance process (see attached flowchart)

Committee Title: Place Scrutiny Committee and Cabinet

Date of Meeting: 10 July 2019 and 30 July 2019

Title of Report: Future use of Somerley Household Recycling Centre (HRC) by Dorset residents

Impact Assessment:

Does this report relate to a new or revised strategy, policy or function?	Yes
If this is a new strategy, policy or function, has an EQIA screening form been completed?	Yes
Has this report been subject to an Equalities Impact Assessment?	Yes
Has full use of appropriate evidence been made in the compilation of this report?	Yes
Has this report been risk assessed?	Yes
What is the level of residual risk? <i>(i.e. reflecting the recommendations in this report and mitigating actions proposed)</i> <i>If risk is identified as 'High' the front page and main body of the report should identify the risks and proposed mitigation.</i>	High
Are there any property or asset implications? <i>(if yes the report should identify how these will be addressed)</i>	No
Are there any corporate parenting, children safeguarding or adult safeguarding implications? <i>(if yes the report should identify how these will be addressed)</i>	No
Have any sustainability implications been identified <i>(if yes the report should identify how these will be addressed)</i>	Yes
Are there any public health or community safety implications? <i>(if yes, the report should identify how the recommended course of action will enhance either area)</i>	No
Have any VAT implications been identified? <i>(if yes, the report should identify how these will be addressed)</i>	No
Are there any negative impacts on voluntary organisations?	No

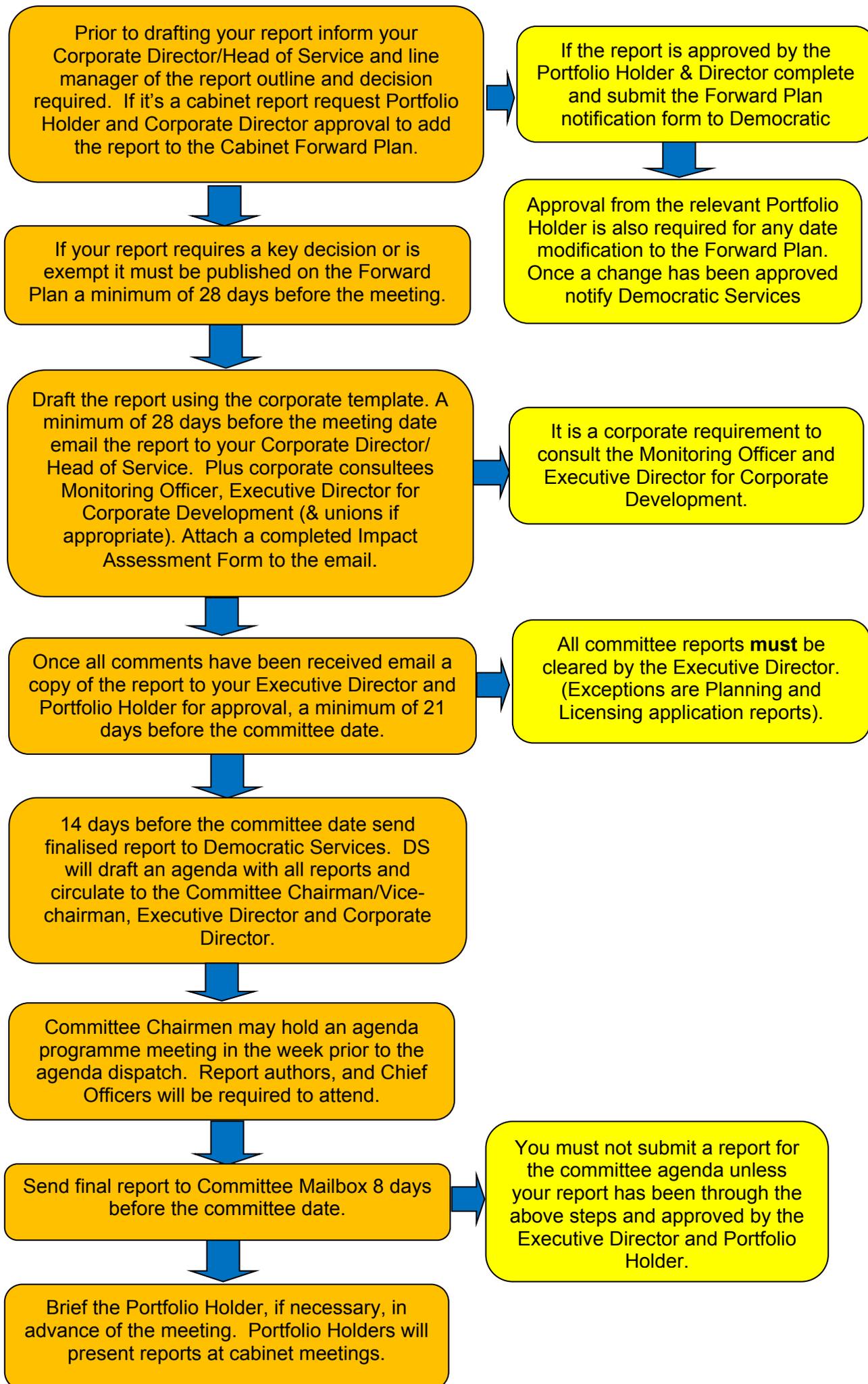
Public / Exempt Report:

Is the report to be treated as exempt or confidential, i.e. Not for Publication?	No
If 'yes', please state relevant paragraph(s) from the Local Government Act (see overleaf) and specify the reasons why you consider it should be exempt	Not applicable

Specific Reasons for Making Report Exempt

Categories of exempt information:

1. Information relating to any individual;
2. Information which is likely to reveal the identity of an individual;
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information);
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority;
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings;
6. Information which reveals that the authority proposes:
 - a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - b) to make any order or direction under any enactment;
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.



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Date of Meeting: Wednesday 10 July 2019

Lead Member: Lead Member for Highways, Travel and Environment

Lead Officer: Corporate Director for Economic Growth and Infrastructure

Executive Summary:

Dorset Council has a statutory duty to provide school transport for over 7500 pupils, of which close to 1000 are Children and Young People with Special Educational Needs and Disability (SEND). The Council also provides transport for Adults to Day Care facilities and for Children in Care.

The Dorset Travel team is responsible for commissioning transport for Mainstream Home to School Pupils and SEND Pupils. The team also provides transport for Adults wishing to access Day Care facilities and for Children in Care.

Transport is provided through a mixed economy commissioning model, including private bus operators and taxi firms and the Council's own fleet of vehicles and drivers.

The team is responsible for managing nine subsidised public transport routes and supports Community Transport initiatives. In addition, it looks after public transport infrastructure such as bus stops and real-time information equipment

Equalities Impact Assessment:

N/A

Budget:

N/A

Risk Assessment:

Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: HIGH/MEDIUM/LOW (Delete as appropriate)

Residual Risk HIGH/MEDIUM/LOW (Delete as appropriate)

Other Implications:

N/A

Recommendation:
Reason for Recommendation:
Appendices: None
Background Papers: <ul style="list-style-type: none">• Rural Bus Services Review (Cabinet 24 February 2016)• New Passenger Transport Contract Model (Cabinet 26 October 2016)• Integrated Transport Review (People and Communities Overview and Scrutiny Committee 4 July 2018)
Officer Contact: Name: Sue McGowan Tel: 0105 224487 Email: s.m.mcgowan@dorsetcc.gov.uk

1. Introduction

1.1 Dorset Council has a statutory duty to provide school transport for over 7500 pupils, of which close to 1000 are Children and Young People with Special Educational Needs and Disability (SEND). The Council also provides transport for Adults to Day Care facilities and for Children in Care.

1.2 The Council provides financial support to uneconomic local bus services in order to advance economic and social objectives. There is no statutory obligation to provide these services and many other Councils have previously withdrawn all funding. Following a review of Transport Services in 2016, contracts for supported bus services in Dorset were reduced from a revenue spend of £2.7million to a current annual spend of £1.0m, as the number of subsidised routes was reduced to nine.

2. The role of Dorset Travel

2.1 The Dorset Travel team is responsible for commissioning transport for Mainstream Home to School Pupils and SEND Pupils.

2.2 The team also provides transport for Adults wishing to access Day Care facilities and for Children in Care.

2.3 Transport is provided through a mixed economy commissioning model, including private bus operators and taxi firms and the Council's own fleet of vehicles and drivers.

2.4 The team is responsible for managing the nine subsidised public transport routes and supports Community Transport initiatives. In addition, it looks after public transport infrastructure such as bus stops and real-time information equipment.

3. Public and School Transport Review

3.1 A review of public transport in Dorset was conducted by the Council in 2016. The aim was to work with commercial providers to ensure the viability of principal inter-urban routes, whilst removing all subsidy and support from uneconomic routes and seeking to ensure that community based and led services were in place or developed to meet the travel needs of rural communities.

3.2 The consultation for the Review ran for eight weeks between 27 May and 22 July 2016 and sought people's views on their proposals for the future of subsidised bus services in Dorset.

3.3 The Review was needed due to increasing pressures on the authority's budget. As a result, the public transport subsidy was reduced by £1m and school transport services reduced by £850,000.

3.4 It was not possible to retain the existing public bus network within the revised budgets. It was therefore proposed to work closely with community transport operators, community groups and councillors to develop Dorset's community transport network. The remaining subsidy was prioritised for those core routes that can service the most people and contribute the most to the economic well-being of the county. There are currently 9 core routes that are subsidised by Dorset Council. These provide connections between market towns therefore providing maximum opportunities for bus travel to employment sites, education, shopping and leisure. These are routes where it is not viable for bus companies to operate a commercial service.

3.5 The outcome of the Review was implemented in summer 2017 and as a result, some areas of Dorset no longer have access to a public transport service where commercial transport operation is not viable. To mitigate this, the Council has supported the development of Community transport solutions to bring both innovation and flexibility to fill these gaps in an inclusive way

4. Dorset Community Transport

4.1 Dorset Travel has committed to supporting community transport and it has produced a toolkit to help communities develop different travel/transport solutions tailored to the needs of residents.

4.2 A dedicated Community Transport officer is employed as part of the Dorset Travel team to support communities.

4.3 Since 2016, officers from Dorset Travel have attended over 60 community engagement meetings across the county involving councillors, parish councils, transport operators, members of the community and other interested stakeholders.

4.4 Dorset Council has produced a Community Transport Directory that is available on the community transport pages on the Council's website. There

has been an increased amount of communications about community transport. This includes using social media to ensure that messages reach younger travellers as well as featuring in more traditional publications such as the Council's countywide newspaper.

- 4.5 Dorset Council also offers a Community Transport Grant, introduced in October 2016, for capital and revenue support to help with costs associated with setting up and running a community transport scheme. Dorset Travel offers other support such as providing training for volunteer drivers.

Cabinet

Dorset County Council



Date of Meeting	24 February 2016
<p><u>Cabinet Member(s)</u> Peter Finney – Cabinet Member for Dorset Highways</p> <p><u>Lead Director(s)</u> Mike Harries –Director for Environment and the Economy</p>	
Subject of Report	Rural Bus Services Review
Executive Summary	<p>The review of public transport in Dorset aims to work with commercial providers to ensure the viability of principal inter-urban routes, whilst removing all subsidy and support from uneconomic routes and seeking to ensure that community based and led services are in place or developed to meet the travel needs of rural communities.</p> <p>Through the Medium Term Financial Plan (MTFP) the Cabinet has agreed that, based on the 2015/16 budget, the revenue budget for supported public transport services will be reduced by £500,000 to £2.2million in 2016/17. A review of supported bus services has been undertaken to enable savings to be made from April 2016.</p> <p>This review contributes to the County Council’s Holistic Transport Review (HTR), The objective of the HTR, as a key part of the Forward Together programme until April 2017, is to achieve savings of £1.5m across the range of the County Council’s passenger transport activities,</p> <p>The preferred option is Public transport support is withdrawn for services that operate one or two days a week; and, X12 route modified to remove Blandford to Salisbury service. The total contract price of the Market Day services is approximately £295,000. Withdrawal of support will lead to cessation of services. Many of Dorset’s villages will no longer be served by public transport. X12 is the County Council’s most expensive contracted service. Withdrawal of the Blandford to Salisbury section of the</p>

	<p>route will reduce resource requirement by one third. Financial analysis is given in Appendix 2 (exempt).</p> <p>The preferred option was selected because there much less impact on the County Council’s economic growth priority. Services that will be withdrawn provide primarily for social needs which in many cases can be better provided for by community transport services. Information gathered through public consultation will be used to support further development of community transport in Dorset.</p>
<p>Impact Assessment:</p>	<p>Equalities Impact Assessment:</p> <p>The loss of bus services can significantly impact of those affected. Negative impacts have been identified for younger people, for disabled people and for older people, particularly older women, as people in these groups are more likely to be users of public transport.</p> <p>The routes under review provide limited access to medical appointments; however loneliness resultant from rural isolation can be a significant cause of poor health.</p> <p>Dorset Travel will continue to engage with local communities and with existing community transport schemes seeking to further develop services and to prioritise those areas of unmet needs.</p> <p>A full Equality Impact Assessment is appended to this report.</p> <hr/> <p>Use of Evidence: Public consultation from 11 January 2016 – 8 February 2016 Recent patronage figures for services under review. Contract prices for services under review.</p> <hr/> <p>Budget: The 2015/16 budget includes a total revenue spend of £2.7m on supported public transport services. The Cabinet has agreed that this budget is reduced by £500,000 in 2016/17, and a further £1million in 2017/18, with further reductions likely beyond that following the Local Government settlement announcement for the next four years.</p> <hr/> <p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council’s approved risk management methodology, the level of risk has been identified as: Current Risk: High</p>

	<p>Residual Risk : Medium</p> <p>Key risks are public and political opposition to proposals, and failure to reach agreement with the operator. Withdrawal of public services can impact on resource efficiency leading to higher tender prices for other contracted services. Therefore there are risks that budget savings could be significantly reduced.</p> <p>A comprehensive communications plan, including public consultation, has clearly identified alternatives to services under review.</p> <p>Early engagement with the operator has identified a willingness to work together towards savings targets.</p> <p>Schools contracts are continually reviewed to maximise efficiency.</p> <p>Other Implications:</p> <p>None</p>
<p>Recommendation</p>	<p>That the Cabinet approves the withdrawal of funding support for public transport routes as described in Appendix 1.</p>
<p>Reason for Recommendation</p>	<p>Improving efficiency in the delivery of passenger transport services will help support our Corporate Aims – of Enabling Economic Growth and Health, Wellbeing and Safeguarding through providing or supporting a more extensive community transport network.</p>
<p>Appendices</p>	<p>Appendix 1 – Routes under review with patronage details. Appendix 2 - Contract prices. NOT FOR PUBLICATION – Exempt information Appendix 3 – Equalities Impact Assessment Appendix 4 – Consultation Analysis</p>
<p>Background Papers</p>	<p>DCC Passenger Transport Strategy</p>
<p>Officer Contact</p>	<p>Name: Andy Shaw Tel: 01305 224237 Email: a.d.shaw@dorsetcc.gov.uk</p>

1. Background

- 1.1. The County Council provides financial support to uneconomic local bus services in order to advance economic and social objectives. Contracts for supported bus services in Dorset currently incur a total revenue spend of £2.7million. There is no statutory obligation to provide these services and many other County Councils have previously withdrawn all funding. Through the Medium Term Financial Plan (MTFP) the Cabinet has agreed that, based on the 2015/16 budget, the revenue budget for supported public transport services will be reduced by £500,000 in 2016/17 and a further £1million in 2017/18.
- 1.2. The majority of routes are provided under the T102 contract. The contract period is five years, terminating July to September 2016, but with an option to extend by 1+1 years with the agreement of both parties. The Cabinet has approved the negotiation and agreement of contract extension, which will be subject to an evaluation of routes against business needs. Further savings beyond the scope of this review will be available as the contract ends.
- 1.3. This review contributes to the County Council's Holistic Transport Review (HTR). The objective of the HTR, as a key part of the Forward Together programme until April 2017, is to achieve savings of £1.5m across the range of the County Council's passenger transport activities, Mainstream schools, Special Educational Needs, Adults' Services, and supported public transport services. Savings will be made through a combination of rationalisation, optimisation and integration, whilst ensuring our statutory obligations are met and maintaining service quality.
- 1.4. A Passenger Transport Strategy (PTS) has been agreed that seeks to transform the public transport network within budgetary constraints, whilst delivering corporate outcomes and meeting the objectives of the Local Transport Plan. For the rural areas the PTS envisions a core network of high quality interurban routes linking the market towns, accessed from surrounding villages by demand-driven community transport offers.
- 1.5. A review of supported public transport has been undertaken to identify routes where support could be withdrawn with least adverse impact upon corporate priorities and in accordance with LTP and PTS objectives. The review is supported by a robust consultation seeking detail on the impact of route rationalisation on service users. The consultation also seeks to increase awareness of community transport service, increase numbers of volunteer drivers for existing schemes, and raise interest in starting up new schemes where gaps exist, aligning with the corporate principle of encouraging greater independence of Dorset residents.
- 1.6. The review has been undertaken to substantially achieve the (£0.5M) budget savings agreed for 2016/17. Further savings will be sought in year as opportunities arise. Therefore a further review will be required to achieve savings (£1.0M) agreed for 2017/18.

2. Options for Change

- 2.1. **Option 1** – *The do-nothing option. The public transport support budget would not be changed for 2016/17.*
 - 2.1.1. This option represents no change to Dorset Travel's 2016/17 public transport support budget in comparison with 2015/16. The extant rural bus network would be maintained. Development of the community transport network would continue as in previous years. Current levels of rural isolation would be contained and passengers would not need to adopt new ways of travelling.
 - 2.1.2. Increased budget reductions would be required in 2017/18 to meet the shortfall. This would represent a step-change in public transport support that would significantly affect the route network. A phased approach to network transformation is beneficial for passengers and would enable Dorset Travel to learn and improve at each phase.

2.1.3. There is a risk of unstructured in-year network changes to meet budgetary demands with this option. Unstructured network changes represent a significant risk to schools routes which share resource with public transport. However, the additional time for route analysis, operator engagement and development of the community transport network may help to further mitigate impacts on bus users.

2.2. Option 2 – Public transport subsidy is withdrawn for “Market Day” services that operate one or two days a week; and X12 route modified to remove Blandford to Salisbury service.

2.2.1. Market Day services operate off-peak once or twice a week linking sparse rural populations with market towns. These services provide access for shopping and leisure, and are not generally used for education, employment or training journey purposes; journey types that are important economic drivers. Market Day services are predominantly used by older people using concessionary passes. Reimbursement rates for concessionary travel are significantly below ordinary fares. Income from these services falls short of operating costs even when buses are full. These services can provide a social occasion for some and withdrawal may lead to (the perception of) increased rural isolation. Community transport offers are well placed to provide a flexible and responsive alternative. The total cost of services under review is £295,000, this option will therefore contribute substantially to a reduction in the public transport support budget.

2.2.2. Service X12 is the county council’s most expensive service, providing six return journeys per day between Weymouth and Salisbury via Blandford. Passenger demand on the Blandford to Salisbury section is very low and cannot justify the service provided. Operating the Blandford to Salisbury section accounts for approximately half of route mileage and one third of resource requirements. Substantial savings can be made by withdrawing this part of the service, maintaining current service levels between Blandford and Weymouth, with an appropriate alternative for students and commuters travelling from Pimperne and Sixpenny Handley being necessary. The financial impact of this option is given in Appendix 2 (exempt).

2.2.3. Market Day services are provided using resources that operate schools contracts. There is a risk that tender prices for schools services may rise due to poorer resource utilisation by bus companies.

2.3. Option 3 – Public transport subsidy withdrawn for services X11 and X12.

2.3.1. X11, connecting Dorchester with Sherborne and Yeovil, and X12, Weymouth to Salisbury, are key interurban routes. The removal of public subsidy for these services would facilitate a reduction of public transport subsidy greater than £500,000. However, these services operate at peak times and carry substantial numbers of students and commuters. Withdrawal of these services would result in negative economic impacts and would be contrary to the PTS, which proposes improvement to interurban services. Savings achieved would need to be set against the increased cost of providing travel for entitled scholars.

2.4. Option 4 – Public transport subsidy reduced proportionally across all supported routes.

2.4.1. This option considers an unstructured approach to budgetary reduction in public transport support, included to test the impact of an unstructured approach. Whilst it is feasible to remove £500,000 from the public subsidy budget in this way, it would not be practical due to resource implications.

2.4.2. A reduction of subsidy across all services would be contrary to the recently approved PTS, since the result would be a degraded service on interurban routes affected and loss of economically important peak journeys, but little incentive to develop community services.

3. Preferred Option

- 3.1. Based upon the analyses undertaken and summarised above, the preferred option for 2016/17 is **Option 2: Public transport subsidy removed for services that operate one or two days a week; and, X12 route modified to remove Blandford to Salisbury service.** The routes taken forward for review and public consultation together with recent patronage figures are given in Appendix 1. Appendix 2 (exempt) provides details of current contract prices. Market day services that are no longer supported will be withdrawn.
- 3.2. This option is deemed to offer the most feasible, value for money solution to the reduction of public transport support and will lead to withdrawal of services as they cannot operate commercially. Many of Dorset's villages, as identified in Appendix 1, will no longer be served by public transport. Dorset has a well-established community transport network that offers a realistic alternative to rural bus services and can mitigate increased rural isolation. The targeting of rural services that operate once or twice a week minimises potential impacts on the Dorset's economy and access to employment, education and training is largely protected.
- 3.3. This option minimises risks. Budget reduction targets are likely to be met and an unstructured network transformation is avoided. The risk to scholars' transport is significantly reduced against an unstructured approach to budget reductions. However, parallel discussions with the operator are underway that will enable further rationalisation of schools transport. The outcome will be that fewer schools services operate, and that more scholars travel on public services, improving viability of these services that are also available for commuters and shoppers/social users.
- 3.4. The services identified, together with many others, are contracted until July 2016. Changes to be implemented from April 2016 are subject to negotiation and agreement with the operator. Further savings will be available, subject to a review of services, as the contract ends.

4. Implementation

- 4.1. To maximise in-year savings route changes must be implemented as early as possible. The operator has requested an implementation date of 11 April as this is the start of the school term and many of the services under review are operated with resources that are also used for school transport.
- 4.2. The Traffic Commissioner requires 56 days notice for the deregistration of public bus services. In order to meet the 11 April date for implementation, notice was required to be given by 15 February. In the event that the Cabinet does not approve the services identified for the removal of support, services may be reregistered. The Cabinet Members for Environment and Economy has approved this approach.

5. Consultation

- 5.1. The review includes a robust consultation seeking detail of the impact of route rationalisation on service users. The consultation was undertaken from 11 January to 8 February. The end date was essential to enable the 11 April 2016 implementation. The consultation has been supported by a detailed communications plan intended to maximise visibility in mitigation of the short consultation period. In order to meet committee deadlines, analysis of consultation responses has been circulated separately as an additional appendix to this report.
- 5.2. In addition to establishing the impact of changes on bus users, the consultation seeks to raise awareness of community transport schemes, increase availability of volunteer drivers for existing schemes, and raise interest in developing new schemes.
- 5.3. In general terms the overwhelming majority respondents to the consultation have been aged over 65. The key impacts noted have been potentially increased rural isolation and difficulty in meeting medical appointments. In most cases community transport services are likely to be more appropriate to these needs than scheduled local buses operating once or twice per week. There is also a significant response from bus users citing the importance of service X12.

6. Community Transport

- 6.1. “Market Day” services proposed for withdrawal operate as registered public services and must operate in accordance with the published timetable regardless of demand. In contrast, community transport is entirely flexible; able to respond to community demands in respect of times and destinations and frequently offering a door to door service. Examples are the various *community car* schemes promoted by the County Council, community minibus services operated under charity status by *Dorset Community Transport* (DCT) and by *North Dorset Community Accessible Transport* (Nordcat), and the various *Dial a Ride* services provided by Dorset Travel and others.
- 6.2. The Partnership for Older People Programme (POPP) currently funds 23 community car schemes in Dorset. Each scheme is run by community volunteers using their own cars for the benefit of the community. The umbrella name is Neighbourcar, but communities decide the name for each scheme, eligibility, area served and the journey purposes it can provide for, for example medical trips, shopping or social gatherings. The average cost of journeys is 50p per mile and service is subject to the availability of volunteers.
- 6.3. Nordcat provides services primarily for elderly, disabled, and socially excluded people. The service enables access to shopping, social occasions, medical appointments, operating in different areas each day of the week. DCT provides day trips and group travel and also contracted local bus services and schools transport. Both Nordcat and DCT are not-for-profit organisations.
- 6.4. The County Council provides Dial a Bus services using its Adults’ Services fleet. The primary use of these vehicles is home-to-centre transport for day centre clients. When not required for this purpose vehicles can be used at marginal cost for a range of purposes, including Dial a Bus, where different areas are served on different days.
- 6.5. Many other community groups in Dorset operate transport services for a variety of purposes and are listed in the Dorset Community Transport Directory. The important ways in which community transport differs from scheduled local bus services is that services must be booked in advance, usually the day before, and in most cases concessionary fares are not available. Community transport operates on a not for profit basis and focusses on social outcomes. It cannot compete with scheduled local bus services where people are travelling during peak times for employment and education.

Mike Harries
Director for Environment and the Economy
February 2016

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Cabinet

Dorset County Council



Date of Meeting	26 October 2016
<p><u>Cabinet Member</u> Peter Finney – Cabinet Member for Environment, Infrastructure and Highways</p> <p><u>Lead Director</u> Mike Harries – Director for Environment and the Economy</p>	
Subject of Report	New Passenger Transport Contract Model
Executive Summary	<p>The County Council currently provides mainstream home to school transport for approximately 6400 children. There are currently 147 contracted services, the aggregate annual cost of which is £5.3million. Contracts for the majority of these services will expire in July 2017. In addition there are also 35 contracts for supported public bus services with an aggregate annual cost of £2.9million all of which will expire in July 2017. Many public services carry entitled school children. Replacement services must be procured to commence in July (public) and September (schools) 2017.</p> <p>Current contract arrangements have hindered recent efforts to improve efficiency. Replacement services must achieve targeted budget reductions, optimise resource use and rebalance the relationship between DCC and transport operators. New arrangements should enable local bus services and mainstream home to school transport to be co-procured, facilitate the maximum level of independent operation of routes on a financially unsupported basis, and make as much use is made of operators’ skills and facilities as possible.</p> <p>Operators will be invited to take on the responsibility of providing home to school transport through a One School One Operator (OSOO) model whereby a single operator can tender to take on responsibility for all transport to a single school. Supported public transport will be limited to interurban services, with additional services provided at the operators’ discretion through opening to the public many more schools services and making better use of school transport resources. Dorset Travel will continue to support and develop community transport in the county.</p>
<p>Impact Assessment:</p> <p><i>Please refer to the protocol for writing</i></p>	<p>Equalities Impact Assessment:</p> <p>Full EqIA and Screening completed.</p> <p>The loss of bus services can significantly impact of those affected. Negative impacts have been identified for younger people, for disabled people and for older people, particularly older women, as people in these groups are more</p>

New Passenger Transport Contract Model

<p>reports.</p>	<p>likely to use passenger transport services.</p> <p>Dorset Travel’s proposals seek to mitigate the reduction of public transport subsidy by implementing open schools routes, in-fill services and increasing community transport coverage.</p> <p>Dorset Travel will continue to engage with local communities and with existing community transport schemes seeking to further develop services and to prioritise those areas with unmet needs.</p> <p>The full Equality Impact Assessment is available upon request.</p>
	<p>Use of Evidence:</p> <ul style="list-style-type: none"> • Public & Schools Transport Review Public Consultation Response Reports – DCC August 2016; • Public & Schools Transport Review Full EqIA – DCC Oct 2016 • New Contract Model for Passenger Transport Business Case – TAS Oct 2016; • New Contract Model For Passenger Transport – Procurement Options Report – TAS Oct 2016; • Dorset Travel Market Engagement Event – DCC Hosted Oct 2016. • T102 Contract for Passenger Transport Services – DCC Feb 2012.
	<p>Budget:</p> <p>There is no capital funding associated with this procurement. Funding for revenue expenditure is in place.</p> <p>During 2016/17 mainstream home to school transport is projected to incur a revenue spend of £7.2m, £600,000 above budget. Of this total £5.3million is incurred on service contracts that will expire in July 2017. The Cabinet has agreed a further £250,000 reduction in budget for 2017/18. Until tenders are received, it is not possible to say whether these budgetary requirements will be met.</p> <p>During 2016/17 supported public transport will incur a gross spend of £2.9million. The Cabinet has agreed that the budget will be reduced by £1million for 2017/18.</p>
	<p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council’s approved risk management methodology, the level of risk has been identified as:</p> <p>Current Risk: HIGH</p> <p>Residual Risk: MEDIUM</p> <p>Failure to make adequate provision for passenger transport services from Summer 2017 will cause reputational harm due to disruption of school transport and unnecessarily severe reduction in public transport.</p>
	<p>Other Implications:</p> <p>The move to community transport schemes that provide door to door services may have a slight impact on levels of physical activity for users.</p>

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	Dorset Travel propose to continue to work closely with community transport operators which tend to be voluntary organisations.
Recommendation:	That Members approve reprocurement of home to school transport services for implementation from September 2017 on terms to be agreed by the Director of Environment and the Economy. That Members approve reprocurement of public bus services for implementation from September 2017 on terms to be agreed by the Director of Environment and the Economy.
Reason for Recommendation:	To meet the authority’s statutory duty in respect of home to school transport. To contribute to authority’s corporate priorities of maintaining independence and promote economic growth.
Appendices:	Dorset Travel – Proposed New Contract Model Diagram (DRAFT)
Background Papers:	<ul style="list-style-type: none"> • Public & Schools Transport Review Public Consultation Response Reports – DCC August 2016; • Public & Schools Transport Review Full EqIA – DCC Oct 2016 • New Contract Model for Passenger Transport Business Case – TAS Oct 2016; • News Contract Model For Passenger Transport – Procurement Options Report – TAS Oct 2016;
Officer Contact:	<p>Name: Andy Shaw</p> <p>Tel: 01305 224237</p> <p>Email: a.d.shaw@dorsetcc.gov.uk</p>

1. Background

1.1. The Education & Inspections Act 2006 (Section 508B) requires local authorities to ensure that suitable travel arrangements for “eligible children” in their area are made to facilitate their attendance at “qualifying schools”. Transport entitlement (free provision) is provided to the end of the respective educational year in the following cases:

(i) if the child is in Reception Year to Year 4 (aged between 4 & 9) and lives two miles or more from the catchment area or nearest school;

(ii) if the child is in Year 5 to Year 11 (aged between 9 & 16) and lives three miles or more from the catchment area or nearest school.

There is no automatic right to free home to school or home to college transport beyond the end of year 11.

1.2. The County Council currently provides mainstream home to school transport for approximately 6400 children, the majority by public passenger services or by contracted services and there is a small in-house provision. There are currently 147 contracted services, the aggregate annual cost of which is currently £5.3million. The majority of

New Passenger Transport Contract Model

services were procured under the T102 tender commencing in 2011. Following a one year extension agreed this year T102 contracts will expire in July 2017.

- 1.3. Supported public bus services were also procured under the T102 commencing in 2011. There are currently 35 contracts with an aggregate annual cost of £2.9million, which includes approximately £700,000 contribution from the mainstream school transport budget for school transport undertaken on supported public services. All contracts will expire in July 2017. Supported public services account for only 9% of passenger journeys in Dorset.
- 1.4. The county council's legal duty for subsidised buses is to identify where public transport is needed but is not being provided and, once identified, secure appropriate services. The council is not obliged to subsidise services and may take into account the funds that are available to them. The county council is also required by law to:
 - Take into account the transport needs of those who are elderly or disabled;
 - Work with other councils concerned with public transport;
 - Work with other councils regarding school and social care transport, to ensure best value for money for these services; and,
 - Take into account the needs of the public and bus companies.
- 1.5. The Dorset Passenger Transport Strategy (PTS) seeks to transform the passenger transport network within budgetary constraints, whilst delivering corporate outcomes and meeting the objectives of the Local Transport Plan. For the rural areas the PTS envisions a core network of high quality interurban routes linking the market towns, with access from surrounding villages by demand-driven community transport offers, and by integrating some school services into public provision.

2. Consultation

- 2.1. A robust consultation was undertaken from 27 May to 22 July 2016. The consultation described the need to reduce the combined budgets for mainstream school and public transport by £1.85million from 2017/18. The consultation also described our approach to this challenge through the following proposals which are based on the PTS:
 - To prioritise remaining subsidy on those core routes that are able to serve the most people and contribute the most to the economic wellbeing of the county. Core routes are the regular interurban services that link Dorset's towns and serve around 80% of Dorset's population.
 - To open many more school services for use by the public, ensuring rural residents can access Dorset's market towns.
 - To work closely with community transport operators, community groups and councillors to develop Dorset's community transport network.
 - To work closely with operators to attempt to secure rural 'in-fill' routes. In-fill routes are rural services that operate between school opening and closing times, making use of empty vehicles travelling to and from schools services.
- 2.2. The consultation generated 2605 responses. Respondents were asked whether they agreed with the proposed approach *to focus on maintaining core bus routes that serve the most people (interurban services) whilst opening up school buses and supporting community transport in rural areas that may lose their bus*. 54% of respondents agreed with this approach compared with 27% who did not agree.

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3. Business Case

3.1. The key objectives of the procurement are:

- To achieve the targeted reductions in expenditure, detailed above
- To provide a good service for residents of Dorset, within the constraints of the amount of finance available
- To optimise the use of Dorset County Council resources (including the Dorset Travel team and the in-house fleet operation)
- To rebalance the relationship between Dorset County Council and the operators, to ensure that Dorset County Council, as the commissioner and major customer, holds the balance of power

3.2. Experience with the current contract arrangements shows that the anticipated partnering benefits of the 'prime contractor' model have not been fully realised, while over-reliance on tendering of individual services through the Dynamic Purchasing System (DPS) risks losing efficiencies through 'packaging'. This has hindered recent efforts to improve efficiency and reduce expenditure. Consequently, we need to adopt a service model that delivers the objectives above.

3.3. To achieve these objectives, the service model needs to appeal to the market, to attract and retain good quality operators who can invest in the resources they need to provide a good service to residents of Dorset. The level of investment is not the same for all types of vehicle operation and this impacts on optimum contract length. For public service vehicles a timeframe of 7/8 years would be the optimum; for coaches and smaller vehicles the timeframe is around 4/5 years.

3.4. Given the statutory requirement to provide home to school transport, doing nothing is not an option. In addition, the approved strategy set out in the PTS provides for a core network of local bus services where these are not operated commercially.

3.5. Consideration has been given to a range of procurement options as follows:

- **In House Operation**
- **Outsourcing to a single provider**
- **Outsourcing to a small number of providers**
- **Outsourcing to a large number of providers**

3.6. A key principle for DCC is the interaction between Local Bus Services and Mainstream Home to School transport which suggests that these should be co-procured. A second principle for DCC, particularly given the continuing financial challenges faced by the council is that it should facilitate the maximum level of independent operation of routes on a financially unsupported basis. A third principle is that as much use is made of operators' skills and facilities as possible. This includes their ability to schedule home to school routes taking into account the logistics of the rest of their business.

4. Proposed Contract Model

4.1. Supported public transport will be limited to interurban services. Dorset Travel will contract these services by specifying the towns to be connected, not routes and service frequencies. Where possible support will be provided via revenue guarantee rather than a traditional subsidy model which will be paid in return for a number of seats on the service which can be used for mainstream schools transport where possible.

New Passenger Transport Contract Model

- 4.2. Where possible, operators will be offered to take on the responsibility of providing home to school transport, within agreed parameters (arrival and departure times, maximum journey times, etc.), for a logical group of students together. The easiest way to do this is through a One School One Operator (OSOO) model whereby a single operator can tender to take on responsibility for all transport to a single school, with the ability to subcontract parts of the operation (subject to the subcontractors meeting DCC quality and safety thresholds) as required.
- 4.3. At operators discretion mainstream schools routes that predominantly carry children aged of 11 and over will be opened to the public, providing additional revenue and improving accessibility for rural residents. Outside of school transport times, these vehicles can be used to deliver in-fill public services during the middle of the day and early evenings. Any additional services will be provided at the operators' risk.
- 4.4. Small vehicle transport, predominantly procured for special educational needs (SEN) transport but also for a small proportion of mainstream routes, will continue to be procured through a dynamic purchasing system (DPS). The DPS may also be the appropriate contract route for requirements that arise during the life of the new contract period. The current DPS expires in May 2017 and a revised DPS must be implemented from that date. This will be the subject of a further Cabinet report.
- 4.5. Dorset Travel will continue to support and develop community transport in the county. Mini-buses used for adult day-care transport services are well suited to community transport. Dorset Travel will work with community transport providers to stimulate the development of services.

5. Impact on Dorset

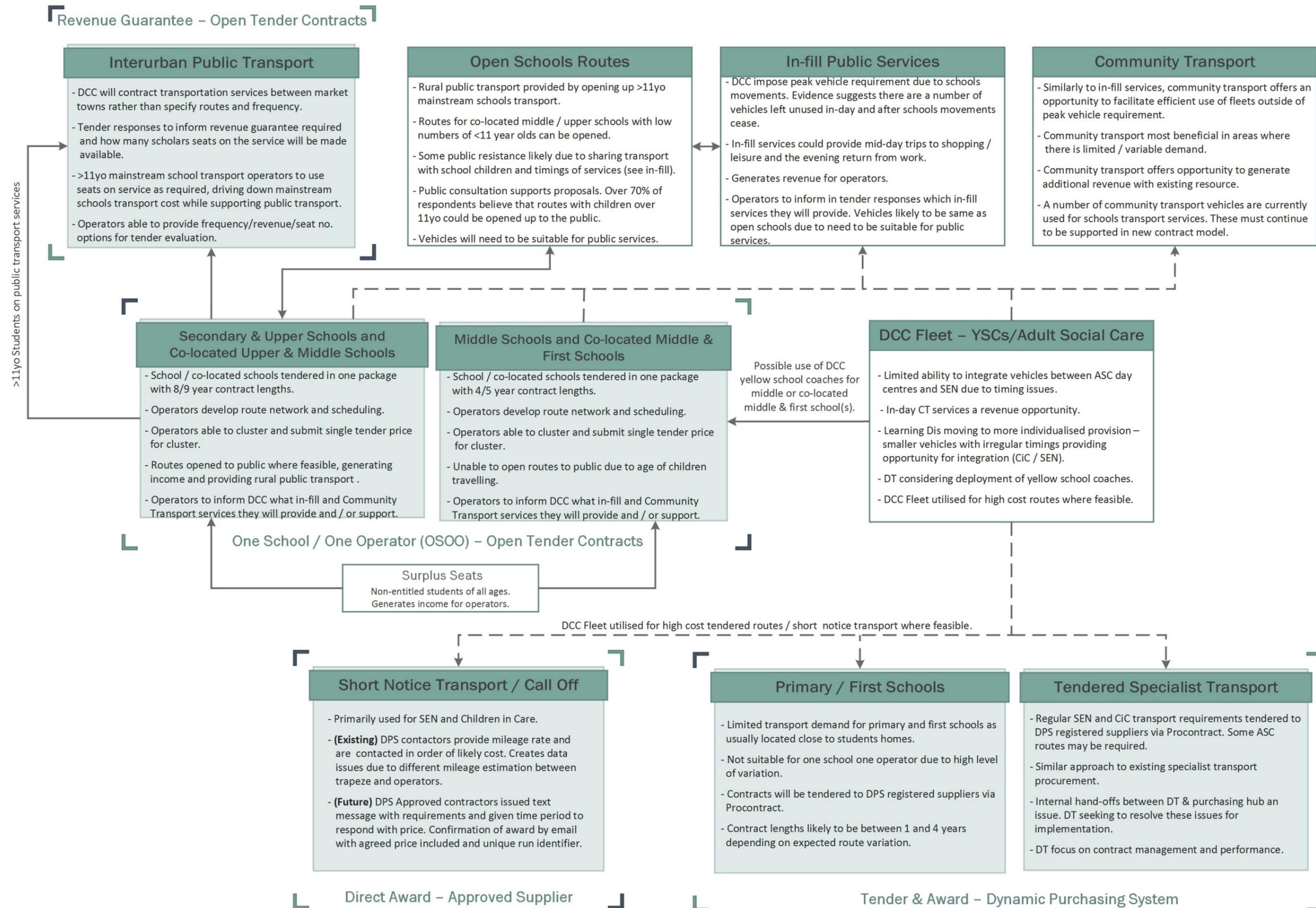
- 5.1. Successful implementation of the proposals will secure a modern transport network for Dorset that meets residents needs while operating within limited financial resources. The proposals to open of schools routes, encourage in-fill services and further develop the community transport network will provide the opportunity to improve rural accessibility.
- 5.2. There are risks to the successful implementation of the services. It is likely that there will be some public resistance to the use of open schools routes and community transport schemes in place of traditional bus services. This is considered to be a transitional issue that will reduce over time..
- 5.3. Provision of public services through open schools routes and making better use of resources will be at the discretion of operators and there is likely to be a time lag as services are developed. Concessionary bus passes are not valid before 09:30 and so will not be valid on open schools routes in the morning.
- 5.4. Community Transport plays a large role in the proposals to modernise services. Further development of community transport services will therefore be essential for rural residents to access interurban services and other necessary destinations.

Mike Harries

Director for Environment and the Economy

October 2016

Appendix A – Dorset Travel – Proposed New Contract Model [DRAFT]



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People and Communities Overview and Scrutiny Committee

Dorset County Council



Date of Meeting	4 July 2018
Officer	Service Director, Economy, Natural and Built Environment
Subject of Report	Integrated Transport Review
Executive Summary	<p>On 26 July 2017 a report was presented to the People and Communities Overview and Scrutiny Committee on the role of community transport with a reduced public and schools transport budget. The committee requested that the findings in the report be presented on an inquiry day, similar to that of the previous community transport review day in 2014. The inquiry day was later expanded to include all travel to give a holistic view of travel in Dorset.</p> <p>This inquiry day was held on 26 February 2018 and attended by operators, councillors, officers, community groups, charities, community interest companies, transport action groups, health services and market influencers.</p> <p>The day looked at Starting Well with school travel, Living Well with public and community travel, Living Better on how to prepare for later living and finally looking at the Next Steps of integration with health provision. The sessions were followed with questions to gauge the groups desired outcomes from travel, to ensure the approach within the Passenger Transport Strategy and since the last review is correct.</p>
Impact Assessment:	<p>Equalities Impact Assessment:</p> <p>There are no specific EQIA issues arising from the scoping report, but any arising in the future will be addressed.</p>
	<p>Use of Evidence:</p> <p>The report is based on evidence of previous Scrutiny Committee reports and the Integrated Transport Review Day held on 26 February 2018.</p>

	<p>Budget:</p> <p>No implication</p>
	<p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council’s approved risk management methodology, the level of risk has been identified as:</p> <p>Current Risk: LOW Residual Risk LOW</p> <p><i>(i.e. reflecting the recommendations in this report and mitigating actions proposed)</i></p>
	<p>Outcomes:</p> <p>N/A</p>
	<p>Other Implications:</p> <p>None.</p>
Recommendation	The committee is asked to consider the report and support the approach taken by Dorset Travel to continue to support the Passenger Transport Strategy.
Reason for Recommendation	The changes since 2014 have addressed the holistic transport review needs and Dorset Travel is now progressing the further integration of travel across Dorset.
Appendices	None.
Background Papers	People and Communities Overview and Scrutiny Committee: Briefing Note on Community Transport, 26 June 2017
Officer Contact	Name: Christopher Hook, Service Manager, Dorset Travel Team Tel: 01305 225141 Email: c.p.hook@dorsetcc.gov.uk

1. **Introduction**

- 1.1 On 26 June 2017 the People and Communities Overview and Scrutiny Committee considered a briefing report on Community Transport. As a result, the Committee agreed that a review be undertaken by way of an inquiry day. However, at a later meeting between the Lead Member, supporting councillors and officers it was agreed that the inquiry day should be extended to incorporate all modes of transport; not just community transport.
- 1.2 As a result, the Integrated Transport Review Day was held on 26 February 2018. Key stakeholders for transport attended including representatives from parish, town, borough and district councils, Transport Actions Groups, community transport schemes and public transport operators.
- 1.3 The purpose of the review was to look at all aspects of transport services in Dorset, listen to the views of people at the forefront of these services and discuss possible solutions for the future.
- 1.4 The programme was split into four themed sessions:
- **Starting Well** - Mainstream School and Special Educational Needs
 - **Living Well** - Public Transport and Community Transport
 - **Living Better** - Transformation Programme
 - **Next Steps** - Integrated Transport Planning and learning from others

2. **Speaker**

2.1 **Councillor Derek Beer - Chairman**

- People think that bus services are becoming less and less of an option.
- We aren't doing enough to tell people about what bus services are available.
- If usage continues to decline, the remaining services will be lost.
- The aim of today is to explore ways of making services we can be proud of.

2.2 **Claire Fincham - Vale Coaches**

- Vale Coaches have been awarded a seven-year contract for Sturminster Newton High School.
- This One School One Operator (OSOO) model makes communication with schools, students and parents much simpler.
- All route information is online.
- They have built a strong relationship with the school and can deal with issues quickly.

2.3 **Gary Binstead - Senior Manager, Schools and Learning Service, Dorset County Council**

- Education, Health and Care Plans (ECHP) are required for people with Special Educational Needs or a Disability (SEND) up to the age of 25.
- These plans identify education, health and social needs and set out additional support required (including support for travel).
- SEND travel in Dorset is 1.8 times more expensive compared to the national average.
- Reviews have resulted in better solutions for children and financial savings.

- In future parents will have one point of contact and will no longer expect a taxi and a passenger assistant as a default.

2.4 Andrew Wickham - Managing Director, Go South Coast

- Go South Coast have a strong track record of working in partnership with Dorset County Council (a recent example was Service 5 between Weymouth-Crossways and Dorchester)
- They have invested in a new fleet with significantly reduced harmful exhaust emissions.
- They have introduced contactless payments across their fleet.
- Go South Coast would welcome early consultation on roadworks arising on the network as well as early involvement in future planning policies.

2.5 Tim Christian - Dorset Community Transport (DCT)

- Dorset Community Transport operate without grant support.
- Their community transport services do not overlap with commercial services and target unmet public need.
- They help to reduce loneliness and isolation.
- They provide a high level of social value by offering independent living for people - offering access to shopping and other essential services.

2.6 Nigel Hodder - Chair of PING (POPP Interactive NeighbourCar Group) and Co-ordinator of Milton Abbas NeighbourCar

- Milton Abbas NeighbourCar is a sustainable volunteer car scheme that has more than 30 volunteer drivers, supporting 200 clients.
- Their primary aim is to support patients of Milton Abbas surgery.
- In addition, they offer transport for a range of social activities.
- The PING Group enables community scheme representatives to network on an informal basis.
- Barriers to progress are recruitment of drivers and replacement of existing co-ordinators

2.7 Helen Coombes - Interim Transformation Programme Lead, Dorset County Council

Dorset's vision for adult social care is to help people be healthy, happy and safe. Key outcomes are:

- Delivering good health and care - flexible, affordable, accessible.
- Promoting independence by helping people to help themselves.
- Enhancing wellbeing for local communities.
- The aim is to give everyone a personal travel budget and invest in travel training to help people maintain independence.

2.8 Damien Jones - Head of the Transport Co-ordination Service, Devon County Council

- Devon's approach is to integrate transport wherever possible.
- This involves working in partnership with the NHS for non-emergency patient transport.
- They provide a Patient Transport Advice Service (PTAS) that assesses eligibility for patient transport and books appropriate journeys.
- The overall aim is to review services from a patient/client perspective and make financial savings.

2.9 Belinda Ridout - Friends of Gillingham Station (FOGS)

- The Group was set up in 2016 with 12 volunteers who look after Gillingham station.
- They work with South Western Railway and the Blackmore Vale Community Rail Partnership.

3. Group Sessions

3.1 Each session was followed by facilitator-led discussions. The key points raised were as follows:

- The top of people's public transport wish list were:
 - Better integration of all transport
 - Better communication between authorities, operators and the public
 - Reliable services
 - Better accessibility
 - More transport for rural areas
 - More efficient use of shared taxis
 - Closer links between local authorities and the NHS
- Suggestions for Community transport were:
 - Promote via parish councils, local press/newsletters, in medical centres, new branding, social media and online
 - Gain new volunteers by holding public events, word-of-mouth, advertising in community, emergency and medical centres, awards and incentives.
 - We need to change the perceptions of community transport
 - Shared taxis should be considered more

4. Progress since Audit and Scrutiny Committee in November 2014

4.1 The progress made since the Audit and Scrutiny Committee meeting on Community Transport held on 25 November 2014 is as follows.

5. Dorset Travel Team

5.1 There was a restructure of Dorset Passenger Transport in July 2015 to form a more integrated transport unit with the rebranding of Dorset Travel.

5.2 A Holistic Transport Officer was appointed in 2015 to oversee the Holistic Transport Review to introduce a more integrated approach to deliver significant efficiencies and improve services for the public. Historically health, education, social care and local bus routes have developed independently and suffer from a lack of coordination.

5.3 Dorset Travel's Holistic Transport Officer is currently seconded to Dorset CCG as their Integrated Transport Programme Manager to establish integrated transport solutions. A North Dorset Integrated Transport Pilot Project held its first meeting in March 2018 involving Dorset Travel, CCG and representatives from GP surgeries in North Dorset. As the first step, the GP surgeries are undertaking accessibility audits to establish the transport needs of their patients.

5.4 Dorset Travel has a Community Engagement and Infrastructure Officer who is available to give support and guidance on community transport to community groups, parish and town councils.

6. **Dorset Passenger Transport Strategy**

6.1 The Dorset Passenger Transport Strategy was published in February 2016 and the following are some references to community transport within the Passenger Transport Strategy:

- Improve accessibility and maximising public and community transport use through a strong partnership with transport providers and other client groups.
- Introduce a wider range of community transport initiatives to provide a more cost-effective solution to conventional subsidised bus services with a lead taken by the local community.
- Proactive community engagement, encourage communities to develop local solutions where subsidised public transport is not a practical or affordable option.
- Expand the role of community transport through joint working with the ‘third’ sector (voluntary groups and charitable organisations) and local communities to clearly define needs and to seek affordable, practical solutions.
- Ensure that up-to-date information on community transport is available to those who need it most, increasingly through the internet.
- Extend partnership working to deliver community transport initiatives through, or in collaboration with partners within the local authorities and third parties such as the NHS, educational establishments and employers.

7. **Public and School Transport Review**

7.1 The consultation for Dorset County Council’s Public and School Transport Review ran for eight weeks between 27 May and 22 July 2016 and sought people’s views on their proposals for the future of subsidised bus services in Dorset.

7.2 The transport review was needed due to increasing pressures on the authority’s budget. As a result, the public transport subsidy was reduced by £1m and school transport services reduced by £850,000.

7.3 It was not possible to retain the existing public bus network within the revised budgets. It was therefore proposed to work closely with community transport operators, community groups and councillors to develop Dorset’s community transport network. The remaining subsidy was prioritised for those core routes that can serve the most people and contribute the most to the economic wellbeing of the county.

7.4 The outcome of this review was implemented in summer 2017. As a result of this Review, some areas of Dorset no longer have access to a public transport service where commercial transport operation is not viable. Community transport brings both innovation and flexibility to fill these gaps in an inclusive way.

8. **Community and Transport Operator Engagement**

- 8.1 Since 2016, officers from Dorset Travel have attended in excess of 60 community engagement meetings across the County involving councillors, parish councils, transport operators, members of the community and other interested stakeholders. These meetings gave the opportunity to discuss the outcome of the 2016 Bus Review, inform of existing community transport schemes and explain possible options for setting up new community transport schemes.
- 8.2 It was highlighted at these meetings that community transport offers practical solutions to communities' needs. It is possible, with the right approach, to positively influence travel behaviour and for people to adapt to using community transport, eg planning and booking transport the day before. Overall, it can be more flexible in terms of timings and destinations and may also be used to link up with public bus routes and trains.
- 8.3 In September 2016, Dorset Travel introduced the initiative of Friends of the Bus Stop or Friends of Bus Service as an approach of allowing the community to take some ownership and pride in their local bus stops or bus service. For example, members of the Western Area Transport Action Group (WATAG) have become Friends of the Bus Stop which involves them reporting any issues relating to bus stops in their area and ensuring that bus timetables are kept up-to-date. All Transport Action Groups have been encouraged to also become Friends of the Bus Stop and have been provided with the tools necessary to access timetable cases.
- 8.4 Meetings have been set up to bring together Chairs of all the Transport Action Groups (TAGs) to ensure that they are kept informed of progress on all transport matters so that this information can be disseminated back to their TAG members. TAGs have the necessary local knowledge and are an invaluable link to support their local communities that may be considering various transport solutions in their area. The TAG Leaders Meetings are held on a six-monthly basis.
- 8.5 Liaison continues between Dorset Travel and the Community Development Worker from POPP (now also incorporates Early Help as well as Older People). POPP Wayfinders and Champions can be utilised to share community transport information. Dorset Travel attends some of the PING (POPP Interactive NeighbourCar Group) meetings as guest speakers.
- 8.6 Regular meetings have been set up by Dorset Travel for community transport operators such as DCT (Dorset Community Transport), NORDCAT and SEDCAT (South East Dorset). This gives them the opportunity to update each other on existing operations and future plans and ensure that they have a cohesive approach to Dorset's community transport network.
- 8.7 Dorset Travel has engaged with all transport operators, not just community transport operators. Community transport was discussed at a pre-procurement Market Engagement Event held for passenger transport operators in October 2016. It was suggested and encouraged that operators who were successful in the 2017 contract tendering process for Mainstream/SEN contracts could consider providing a community transport service during the time slot between morning and afternoon school runs, as DCT is already doing.

- 8.8 The new model for providing travel to senior schools in Dorset has been successful. OSOO (One School One Operator) has been in place since September 2017 and has bedded down with fewer problems than might have been expected. Dorset Travel had some 97% of transport contracts up for renewal in 2017. The OSOO model covers 13 Secondary / Upper Schools with five co-located Middle Schools. The remaining schools transport has been tendered through the Dynamic Purchasing System (DPS) - this includes all SEN schools, Adult and Child Care. Approximately 450 routes were tendered and awarded through the DPS during Summer 2017. There is more emphasis on operators utilising their fleet, including community transport.
- 8.9 Dorset Travel officers attend a Cross Council Community Transport Meeting that meets six-monthly and involves Council Transport Managers in South of England. This gives Dorset Travel the opportunity to discuss any matters affecting transport both locally and nationally and to share good practice.

9. **Community Transport Toolkit**

- 9.1 In 2016, the Community Engagement Officer produced a Community Transport Toolkit that provides useful help and advice to local volunteers and community organisations about setting up a new community transport scheme. The toolkit can be downloaded at www.dorsetforyou.gov.uk/community-transport and 500 booklet copies were printed. Reference copies were sent out to all Town and Parish Councils, libraries, Transport Action Groups and made available at community engagement meetings.
- 9.2 Dorset Travel has committed to supporting community transport and it has produced the toolkit to help communities develop different travel/transport solutions tailored to the needs of residents. The document can inspire groups to set up new ways for local people to get out and about more easily.
- 9.3 The guide includes everything from gathering evidence and creating a business case, meeting the legislation and finding funding, to marketing, publicising and launching a new scheme. By guiding through the process step-by-step, the toolkit helps communities decide which option best suits their needs and understand how schemes can be started and become successful.

10. **Community Transport Grants and Support**

- 10.1 The Community Transport Grant was introduced in October 2016 with up to £5,000 available for capital expenditure ie. vehicle purchase and £2,000 is available for revenue costs such as IT systems, training and marketing, etc. 10 grants have been awarded totalling £17,155. The Grants have been awarded to a variety of groups including schools, community groups, parish and town councils. Dorset County Council also continues to pay for the 'dead mileage' for Beaminster and Maiden Newtown Country Cars. However, some trips require no dead mileage payment as the nearest available driver is allocated to the passenger. Dorset Travel also administrates DBS checks for Country Cars volunteer drivers and covers their public liability insurance.
- 10.2 Existing NeighbourCar schemes had been offered further funding (via POPP) if they expanded their criteria, for example, providing transport for younger people.
- 10.3 Communities can also approach their local businesses, housing associations, parish and town councils for contributions/sponsorship towards their community transport service. This has been a successful tactic for [Bus2Go](#) and has ensured that their service remains viable.

- 10.4 Dorset Travel offers driver training to community transport drivers, such as driver awareness, emergency first aid, manual handling, safeguarding, customer care, fire and evacuation, driving assessments and full vehicle familiarisation.
11. **Community Transport Directory, dorsetforyou and Communications**
- 11.1 In conjunction with the 2016 Bus Review, the Community Transport pages on dorsetforyou were updated and an interactive map illustrating where community transport schemes are located across Dorset was developed. Community transport schemes also appear on the 'My Local' facility available on dorsetforyou.
- 11.2 A Community Transport Directory has been produced by Dorset County Council that is available on dorsetforyou's community transport webpage. The Directory contains details of the established voluntary car schemes, dial-a-rides and other community transport initiatives across Dorset. A page is dedicated to each scheme and provides information such as areas served, eligibility, cost, days of operation and contact details for making enquiries and booking transport. Trial community transport schemes are listed on a separate webpage.
- 11.3 Condensed versions of the Community Transport Directory containing information only relevant to a particular zone have been produced for distribution at community engagement meetings. There is ongoing communication with the existing community transport schemes to ensure that this information is kept up-to-date.
- 11.4 Community Transport has regularly featured in Dorset County Council's press releases since 2016. These include for the Community Transport Grant, Toolkit and launch of Southill Community Bus. Articles on Community Transport have also been included in nine consecutive publications of Dorset County Council's countywide quarterly newspaper – Your Dorset. A full two-page feature on Community Transport appeared in the July 2016 edition. The feature included information on the Toolkit and case studies on community transport schemes in the county.
- 11.5 Dorset Travel has worked with Communications Team colleagues to ensure that there continues to be a steady flow of information provided on community transport. This includes press releases, Facebook ads, Twitter, case studies, articles in Your Dorset and updates on the dorsetforyou webpages. Dorset Travel has publicised car-pooling to appeal to the younger age groups by using fun 'Gifs' on Twitter and Facebook that would catch their attention.
- 11.6 Area-targeted Facebook ads were used as an aid to recruit new volunteers as Facebook ads can target profiles registered to a particular area. Facebook is also a very cost-effective method of reaching people, especially when it is relevant to a specific geographical area where a scheme is in need of volunteers.

12. **Results**

- 12.1 Due to the introduction of the Community Transport Grant, there has been an increase in community transport schemes trialling throughout Dorset. These range from shared taxis to working directly with local CT operators to have bespoke schemes. The scheme in Southill, Weymouth which uses eight-seater shared taxis on the same three returns per day timetable as the previous bus service has been very successful. The Southill community uses their Community Transport Grant award to make up any shortfall which to date is around £300 used, whereas the previous public transport route would have been in excess of £10k over the same period. The scheme continues to be successful and the community has only used 25% of their grant in the previous nine months. They were also a feature of BBC Spotlight about how communities are adapting.
- 12.2 The area of coverage in Dorset that has access to a community transport scheme has increased from 91% in 2016 to 97% at May 2018. The number of established community transport services has increased from 64 in April 2016 to 89 established schemes in May 2018. The majority of new services are the weekly 'PlusBus' services operated by Dorset Community Transport (DCT). DCT operate a number of Mainstream School/Special Educational Needs (SEN) contracts across Dorset and are keeping their driver and vehicle in those rural areas to provide a community transport service between the morning and afternoon school runs. This keeps costs lower as the driver and vehicle are available and already in the area. This is a model that Dorset County Council would encourage other school transport operators to follow.

Matthew Piles
Service Director
Economy, Natural and Built Environment
June 2018