

HAMPSHIRE COUNTY COUNCIL**Decision Report**

Decision Maker:	Executive Member for Economy, Transport and Environment
Date:	3 March 2015
Title:	Contract Extension for Havant Call and Go
Reference:	6497
Report From:	Director of Economy, Transport and Environment

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1. Executive Summary

- 1.1. The purpose of this paper is to propose a two year contract extension for the Havant Call and Go service. The proposed extension takes into account the reduced funding available and the resulting revisions to the service provision.
- 1.2. The revised service would be provided on four days per week rather than the five days which currently operate. This paper sets out the arrangements for providing the revised service and the results of discussions with the respective district partners regarding their decisions on funding.

2. Contextual information

- 2.1. Havant Call and Go is a door to door transport service which operates in Havant Borough (excluding Hayling Island) and a small part of East Hampshire (Clanfield, Horndean and Rowlands Castle). It primarily serves the needs of people with mobility difficulties (frail older and disabled people) but is also available to people without access to their own transport and who live more than 400 metres from their nearest bus stop.
- 2.2. The existing contract for the Havant Call and Go service was awarded following a decision by both Havant Borough Council and East Hampshire District Council to reduce their funding for the service by 25% in 2012. This resulted in the service being reduced from six, to five operating days each week.
- 2.3. The current service is funded as follows: Hampshire County Council 54%; Havant Borough Council 37%; East Hampshire District Council 9%. For the last contract award the council moved away from the long-established 50:50

funding relationship between County and district councils for this particular service in order to lessen the impact on service users.

- 2.4. Discussions with Havant Borough Council have confirmed that they intend to reduce their funding for the Havant Call and Go service by a further 35% from the beginning of the 2015/16 financial year. East Hampshire District Council have advised that their funding for this service will be retained at the current level.
- 2.5. The contract for the delivery of the service expires shortly but includes provision for this to be extended for a further period of up to 31 March 2019.

3. Finance

- 3.1. The service currently provides 37.5 operating hours each week at a total cost of £43,391. This cost is made up of three elements:
 - tendered contract; contractor operates the vehicle and provides drivers;
 - a contribution to the County Council's Travel Centre which provides the management and booking facility for the service;
 - an annual contribution to the vehicle reserve fund, used to replace the Hampshire County Council-owned vehicle used by the contractor to provide the service.
- 3.2. Hampshire County Council, Havant Borough Council and East Hampshire District Council all contribute towards these costs. In order to accommodate the reduction in funding by Havant Borough Council, it is proposed that the existing contract should be both extended for a further period of two years from 1 April 2015 and varied in agreement with the operator to reflect a reduction in service provision from five days to four days a week (37.5 to 30 operating hours a week).
- 3.3. The total costs of the current and proposed revised service provision are set out in the table below. This shows a reduction in the County Council's funding contribution for the revised service provision to match the funding reduction being proposed by Havant Borough Council.

	Current Service (Five days)	Proposed Revised Service (Four days)
Hours of service	37.5	30
Total cost of providing the service	£43,391	£32,444
Hampshire County Council contribution	£23,356	£17,745
Havant Borough Council contribution	£16,028	£10,418
East Hampshire District Council contribution	£4007	£4007
Balance of funding needed for the service	Nil	£274

- 3.4. The total cost figure in the table above includes assumptions about the contributions previously made to the Travel Centre and vehicle reserve as set out in the table below.

	Current Service (Five days)	Proposed Revised Service (Four days)
Travel Centre contribution – £ per annum	£8,430	£6,744
Vehicle reserve contribution - £ per annum	£4,500	Nil

- 3.5. Removing the contribution to the vehicle replacement reserve should not be a significant issue in the short term as the reserve is currently above the projected sum needed to replace the vehicle. A new vehicle is currently being purchased for the scheme which is expected to have an operational life of at least seven years. The loss of recharge to the Travel Centre is broadly in line with the reduction in service but this shortfall (£1,686) will need to be made up from within the Community Transport Budget in order to maintain the ability to answer calls for other services.
- 3.6. It is proposed that the balance of funding (£274) identified in the table in paragraph 3.3 should be met from the surplus in the vehicle reserve. All of

the councils have previously contributed to this on an annual basis and would therefore each be picking up a share of this for the duration of the two year contract extension.

- 3.7. The County Council's funding for the reduced four day a week service can be accommodated from within the Community Transport Budget.

4. Proposed Service

- 4.1. The reduction from five days to four days a week should still maintain a level of service which is able to meet most user needs. This measured reduction is affordable within the funding which is now available for the service.
- 4.2. Operating data for July and August 2014 has been analysed, covering a nine week period, and this suggests that some 3,519 passenger trips are being made on the service each year. Within this there appears to be a small number of core users who undertake some 43% of the total passenger trips on the service.
- 4.3. A telephone survey of existing users has recently been undertaken and the information gathered from this has been used to determine which service day should be withdraw. Members of the Community Transport Team spoke to 28 of the 30 passengers who used the service in the three months leading up to 31 January 2015. Contact could not be made with two users. Users have been sent a copy of the answers they provided to the survey questions.
- 4.4. The user survey results show that Saturday was the least preferred day of operation. The operating data analysed during July and August 2014 also showed that the average number of passenger trips each day was lower on Saturday than on any other day during the week. Eight of the people contacted through the survey used the service on a Saturday. The table below sets out their purpose of journey, what they would do if Call and Go did not operate on a Saturday and whether they use the service at other times during the week.

User	Purpose of journey	If Call and Go did not operate on Saturday what would you do?	Do you travel on other days in the week
1	Shopping	Make alternative arrangements	Yes; shopping on a Monday and Wednesday
2	Shopping	Travel on an alternative day	No; new user who selected Saturday as their preferred day of travel

3*	Shopping	Would not travel	Yes; travel Wednesday and Friday for health reasons
4*	Shopping	Would not travel	Yes; attend a group on Monday
5	No answer given	Travel on alternative day – This passenger did not select Saturday as one of the four days they would prefer to travel	Yes; weather dependent use the service for shopping on other days
6	Shopping and visiting friends	No answer given	Yes; shopping and visiting friends on Monday and Wednesday
7	Visits husband in care	Make alternative arrangements	Yes; shopping on Tuesday
8	To go to the seaside	Would not travel	Yes; shopping on Tuesday and to a group on Wednesday

*These passengers travel in a wheelchair

- 4.5. Most of these passengers who used the Saturday service over the three month period also travelled on Call and Go at other times during the week. One exception to this was a new passenger to the service who has only made one trip and selected Saturday as their preferred day of travel. However, they also indicated that they would travel on an alternative day.
- 4.6. Havant Call and Go currently provides users with the opportunity to access retail facilities in Portsmouth on Tuesday and Saturday and the removal of the Saturday service would reduce this to one opportunity a week. However, the survey of users also ranked access to shopping facilities in Waterlooville and Havant higher than those in Portsmouth and therefore allowing any remaining service days to prioritise journeys to these destinations would appear to be consistent with this.
- 4.7. Given the requirement to make savings it is proposed that the reduction from five days to four days a week should be achieved by removing the Saturday service. This would still allow a service to be provided on four days a week (Monday, Tuesday, Wednesday and Friday) which is able to meet the majority of user needs. All users would be able to continue with the majority of trips which they currently make on the service.

- 4.8. It is proposed that a two year contract extension be awarded to the operator. Given the need to communicate with users on the proposed service changes this would need to be supported at the current value of £30,460 per annum for up to three months from 1 April 2015, with the reduced contract price then being applied to reflect the lower level of service for the remainder of the contract period. This could incur an additional 'one-off' cost of up to £1,190 and it is proposed that again this should be met from the surplus in the vehicle reserve.
- 4.9. The contract has the option, subject to future confirmation from other funders of their contribution to the service, to be extended until 31 March 2019.
- 4.10. Usage of the Havant Call and Go service is lower than for other similar schemes and therefore the County Council will pursue a marketing and promotional campaign with the operator during the early part of the new contract to increase utilisation.

5. District Council Contributions

- 5.1. The contributions from the district councils, towards the cost of the service as set out in this report, will need to be covered by Deeds of Agreement with the County Council. These will confirm their financial contributions for the contract extension period as set out in this report. The contract itself has the option to run until 31 March 2019. It is therefore proposed that the Executive Member gives approval for the County Council to enter into Deeds of Agreement with each of the respective funding partners for the initial contract extension and subsequently to cover any contract extensions up to 31 March 2019.

6. Recommendations

- 6.1. That the contract for the Havant Call and Go service be extended and varied from five days per week to four, as set out in this report, subject to the contributions from other funders being confirmed.
- 6.2. That approval be given to enter into Deeds of Agreement with Havant Borough Council and East Hampshire District Council for the initial contract extension and subsequently to cover any extensions up to 31 March 2019.
- 6.3. That the Director of Economy, Transport and Environment be given delegated authority to make minor variations to the future contract and service provision as required, in consultation with the Executive Member for Economy, Transport and Environment, and award further contract extensions up to 31 March 2019.

Rpt/6497/KI

CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	no
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	yes
Corporate Improvement plan link number (if appropriate):	
Enhancing our quality of place:	no
Corporate Improvement plan link number (if appropriate):	

Other Significant Links

Links to previous Member decisions:		
<u>Title</u>	<u>Reference</u>	<u>Date</u>
Proposed Award of Contract – Havant Call and Go	4640	22 January 2013
Direct links to specific legislation or Government Directives		
<u>Title</u>	<u>Date</u>	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

The proposed reduction in the Havant Call and Go service should have minimum impact on those people, which includes people with protected characteristics, who currently use the service. The impact of this change will be minimised by removing the service on a Saturday, where the average number of passenger trips made by existing users is lower than on any other operating day during the week.

An analysis of operating data for a two month period during 2014 and a recent survey of existing users have both informed the decision to remove the service on a Saturday. The reduction from five to four days a week should still maintain a level of service which is able to meet most user needs. All users should be able to continue with the majority of the trips which they currently make on the service.

2. Impact on Crime and Disorder:

2.1. The Call and Go service should enable greater access and support wider community involvement which can help to reduce crime.

3. Climate Change:

- 3.1. How does what is being proposed impact on our carbon footprint / energy consumption?

The Call and Go service will be able to provide group travel opportunities and so reduce the need for individual car journeys.

- 3.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

As sustainable modes of transport become more important in mitigating climate change, the proposed service extension provides a travel option for individuals which is in keeping with the need to reduce carbon emissions.