

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Environment and Transport
Date:	12 October 2016
Title:	Proposed Community Transport Operating Model and Contractual Arrangements
Reference:	7529
Report From:	Director of Economy, Transport and Environment

Contact name: Kevin Ings

Tel: 01962 846986

Email: kevin.ings@hants.gov.uk

1. Executive Summary

- 1.1. The purpose of this report is to provide an update on a recent engagement process with key stakeholders on a proposed new operating model against which community transport services commissioned by the County Council could be provided in the future. Following the engagement process the report outlines the next steps which can be taken to further develop this approach prior to this being considered at a future decision day.
- 1.2. The County Council has a contractual obligation to provide vehicles for many of the community transport contracts and this report proposes an approach for replacing vehicles on these contracts in the interim period, where this is possible, prior to a new operating model being agreed. This will help to ensure the continued reliability and financial sustainability of the services provided under these contracts.
- 1.3. Contracts for a number of existing services expire on or before 31 March 2017 and consequently contracts for these services will be re-tendered as an interim measure in order to enable the proposed new operating model to be further developed.

2. Contextual information

- 2.1. In partnership with other funders, mainly district councils, the County Council has awarded contracts to provide a network of Dial-a-Ride and Call and Go services across Hampshire at an annual total cost of £905,757 with the County Council contributing £454,099 towards this. Most of these contracts have been awarded following a competitive process for a term of 4 years and are currently in place until 31 March 2017, although there is provision for these contracts to be extended until 31 March 2019.

- 2.2. Dial-a-Ride and Call and Go services primarily serve the individual needs of people with mobility difficulties (frail, older and disabled people) whilst Call and Go services are also available to people without access to their own transport and who live more than 400 metres from their nearest bus stop. These services provide some 120,700 individual passenger trips per annum. Journeys, which have to be pre-booked by registered users are generally provided door to door. It is proposed that these contracts be extended in accordance with their terms and also varied to incorporate, where this is possible, the interim vehicle replacement arrangements detailed in Section 6 of this report.
- 2.3. The County Council also provides annual funding of £284,494 (including £42,954 provided by other funding partners) to Minibus Group Hire Schemes in Hampshire. These schemes provide a pool of wheelchair accessible minibuses which are available to transport groups of people by voluntary and community groups. Some vehicles are also used in the delivery of Dial-a-Ride, Call and Go, Home to School and Social Care contracts. Funding from the County Council helps to support staff and office costs in overseeing the operation of these schemes. Schemes deliver over 250,000 passenger trips per annum. Most of these schemes are supported through contracts which expire on 31 March 2017. It is proposed that contracts for these services will be re-tendered under the Dynamic Purchasing System as further detailed in Section 7 of this report.
- 2.4. The proposed new Community Transport Operating Model will primarily be concerned with how the County Council commissions and supports these Dial-a-Ride, Call and Go and Minibus Group Hire Schemes in the future.

3. The Engagement Process

- 3.1. Engagement on the proposed new operating model has taken place with key stakeholders who included community transport operators who provide contracted services to the County Council and district, parish and town councils who contribute towards the cost of these transport services.
- 3.2. The purpose of the engagement process with these stakeholders was to set out information and gain feedback about proposed changes to the way in which community transport services are commissioned by the County Council in the future.
- 3.3. An outline of the proposed new operating model on which the process was based, attached in Appendix 1, was supported by the Executive Member for engagement with key stakeholders at the decision day on 19 January 2016. This proposed that the Minibus Group Hire Schemes should be tendered alongside other County Council contracted services such as Dial-a-Ride and Call and Go. It also incorporates a suggested mechanism to replace end-of-life minibuses, introduce branding, review contributions from service users, and deliver services across wider areas.

- 3.4 An engagement information document was issued to stakeholders and feedback invited through specific questions about the proposed new operating model which were contained in an accompanying questionnaire.
- 3.5 The engagement process, which has formed part of an ongoing dialogue which the County Council has with these key stakeholders, also involved six separate workshop sessions. The Community Transport Bulletin and the current round of Passenger Transport Forums were also used to make people aware of the engagement process.

4. Results of the engagement with key stakeholders

- 4.1. Respondents were asked to indicate primarily through 'yes' and 'no' answers in the questionnaire whether or not they supported each of the different elements in the proposed new operating model. A summary of the responses showing the level of support from stakeholders for the different elements contained in the proposed new operating model is listed in Appendix 2. Where respondents did not support an element they were asked to say why this was, whilst those who did support this were also able to provide additional comments.
- 4.2. An evaluation of the engagement responses has identified the following key messages in relation to the proposed new operating model:
 - a) Standardising the contracts for the Minibus Group Hire Schemes to a four year period in order to encourage operators to invest in their service. This was seen as an issue for some district councils which contribute towards these schemes given current financial pressures. This can be addressed by including suitable break clauses which allow the County Council's funding agreement with these councils, or the contracts themselves, to either be modified or terminated if required.
 - b) Redistributing existing County Council funding for the Minibus Group Hire Schemes – whilst there was support in principle from most stakeholders many wanted to see the impact of any funding changes and how any changes would be introduced. A proposal for reallocating this funding can be developed for discussion with joint funders and operators.
 - c) Commissioning the Minibus Group Hire Schemes over wider areas – was supported by most funders but only three of the nine operators. Operators raised concerns over the operational aspects of serving a wider area, loss of local ownership and identity, their ability to meet all the need over a wider area and whether this could affect any local district council funding. Whilst recognising the concerns of operators a pilot of this approach is thought appropriate to test the viability of the approach and the concerns raised. Arrangements for this will need to ensure that safeguards are in place and that, where possible, the concerns of operators are addressed, so that both local services and funding from district councils are maintained.

- d) Replacement arrangements for vehicles operated on Dial-a-Ride, Call and Go and Minibus Group Hire Scheme contracts – the proposed arrangements were supported by most funders. Support from operators was mixed. Operators were concerned about the availability of suitable second hand and ex demonstrator vehicles and whether this approach might lead to higher maintenance costs, a greater turn over of vehicles, additional costs for modifications and changing livery, greater environmental impact and a poorer image for community transport. As contractors would be expected to contribute towards the cost of replacing vehicles at the Minibus Group Hire Schemes, concerns were raised about end of contract asset values given that the County Council would have provided the majority of funding for replacing these particular vehicles. Many of the comments made related to the detail of how the arrangements would work in practice. A clear process will need to be developed which can, where possible, respond to the concerns which have been raised by operators and any use of second-hand and ex-demonstrator vehicles will need to be kept under review.
 - e) Proposals regarding the total transport approach, which involves combining the commissioning of a range of County Council transport provision in one area, common branding for community transport services to increase visibility of the service to new users, and reviewing the contributions which service users and hirers make to community transport schemes commissioned by the County Council, were supported by the majority of stakeholders.
- 4.3. In overall terms 73% of respondents supported the County Council's proposed changes with all but one of the funders and five of the nine operators who responded supporting this. Some wanted further information or felt the model was not sufficiently defined even though they supported many of the individual elements of this. The actions proposed in the next section of this report will provide the County Council with a further opportunity to continue an on-going discussion with stakeholders on a number of these issues.
- 4.4. Stakeholders were asked about the level of impact the proposed new operating model could have on their organisations or service users. Whilst a number stated that the proposal would have a modest or significant impact only a limited number of responses identified what that impact might be. Given that the proposed operating model is concerned with how services should be commissioned and not on what services should be provided, the impact on service users is primarily considered to be neutral. An engagement process will take place with service users prior to any services being tendered in their area with equality impact assessments being carried out.

5. Moving towards a future operating model for providing community transport services

- 5.1. Given the broad level of support which exists, particularly from other funders, work in the following areas is now proposed in order to finalise the format of the new operating model so that this can then be considered by the Executive Member at a future decision day. These include developing:
- a) a proposal for re-distributing the County Council's existing funding to the Minibus Group Hire Schemes
 - b) a process, guidelines, purchasing advice and business case template against which future vehicle replacement decisions will be made and payments made to operators
 - c) a proposal to pilot the commissioning of community transport services in one area of the county using the 'Total Transport' and 'Wider Area' approaches. This would look to package community transport services and other suitable transport in the area already commissioned or provided by the County Council.
 - d) a "Community Transport" brand and a process and timetable for implementing this.
- 5.2. The engagement process has formed part of an ongoing discussion between the council and key stakeholders regarding these community transport services and this will continue as work on the above areas proceeds.

6. Interim Vehicle Replacement Arrangements

- 6.1 The County Council has a contractual obligation to provide the vehicles used on many of the community transport contracts which it has with operators. Given that a number of vehicles have now reached or passed their original replacement dates interim arrangements are proposed for replacing these vehicles in advance of the new operating model being considered at a future decision day. These arrangements will be based on the approach outlined in the proposed new operating model.
- 6.2 Under the existing approach County Council officers would take the lead in the arrangements for replacing vehicles once the approval to spend was obtained, liaising where necessary with operators over vehicle specifications. This involved a considerable amount of staff resource and expertise. Only new vehicles were purchased using existing frameworks and given the specialist nature of these vehicles and the lead in time for vehicles and conversions the timescale for acquiring new vehicles could often take up to eleven months.
- 6.3 In contrast, the new arrangements would involve operators taking the lead and the responsibility for arranging vehicle replacement, with costs being covered through additional contract payments. Decisions on vehicle replacement and payments will be made against a business case which

operators would be required to submit. Operators would also be required to purchase second-hand and ex-demonstrator vehicles where possible to achieve greater value for money for the council. This interim approach to vehicle replacement will ensure that the council does not incur the increasing maintenance costs of vehicles which have reached the end of their planned operating life and ensure the reliability and sustainability of the services which they are used on. It should also offer a quicker solution to addressing current vehicle requirements over the existing approach and potentially enable operators to extract more favourable terms for vehicle purchase.

- 6.4 These new vehicle replacement arrangements would require contract variations on existing contracts as well as any contracts being extended. Any variation will need to be considered on a case by case basis and if the individual circumstances allow for such a variation then they will need to be agreed with existing operators. The interim arrangements would also need to be built into any new contracts which the County Council may retender. The Executive Member for Environment and Transport is asked to note the proposed interim arrangements for replacing vehicles for community transport schemes.

7. Interim Contract Arrangements

- 7.1. Interim contract awards are required in order to maintain a number of community transport services whilst the proposed new operating model continues to be developed. This will be achieved by re-tendering these services as the existing contracts cannot be extended because they have reached their full contract term. The Minibus Group Hire Schemes in Eastleigh, Fareham, Havant, Gosport, New Forest, Rushmoor and Hart, Test Valley and Winchester together with the Test Valley Call and Go Service and Yateley Shopper, have contracts which expire either on or before the 31 March 2017. The annual value of these contracts, including district council contributions, is £225,000. It is proposed that one year contracts, with the option to extend for a further year be awarded for these services.
- 7.2. In order to award contracts for the community transport services outlined in 7.1 above it is proposed that the Executive Member for Environment and Transport gives authority to procure and spend up to a value of £450,000 to enable the award of one year contracts, with the option to extend for a further year, subject where appropriate to the agreement of the respective district councils where they also contribute towards these services. These services will be commissioned using the Dynamic Purchasing System.

8. Deeds of Agreement for Funding

- 8.1. The contributions from other funders, mainly district councils, towards the proposed contract awards set out in this report will need to be covered by Deeds of Agreement with the County Council. These will confirm other funder's financial contributions for the initial contract award period as set out in Section 7 of this report. The contracts themselves will have the option to run for up to two years and further Deeds of Agreement may need to be put

in place beyond the initial contract award to allow contracts to run their full term. 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 term and subsequently to cover any contract extensions as outlined in this report.

9. Conclusion

- 9.1. The report outlines the results of the recent engagement process with stakeholders on a proposed new operating model against which community transport services could be commissioned in the future whilst also proposing areas where further work should be undertaken in partnership with stakeholders prior to the Executive Member considering a recommendation on the final format for the new operating model.
- 9.2. New interim vehicle replacement arrangements are also proposed, which if agreed by Operators, will facilitate continued reliability and financial sustainability of existing community transport services. The report also proposes interim contract arrangements for a number of existing community transport services. Both of these measures will enable the proposed new operating model to be further developed and finalised for consideration at a future decision day.

10. Recommendations

- 10.1. That the results of the engagement process with key stakeholders on the proposed new operating model, outlined in Appendix 1, for how the County Council provides and supports community transport services in the future be noted and that the proposal outlined in 5.1 of this report for developing this further be agreed.
- 10.2. That prior to the new operating model being agreed, the proposed interim arrangements for replacing vehicles for community transport schemes, where this is possible, as set out in Section 6 of this report, be approved.
- 10.3. That the Executive Member for Environment and Transport gives authority to procure and spend up to a value of £450,000 to enable the award of one year contracts under the Dynamic Purchasing System such contracts to commence on 1 April 2017, with the option to extend for a further year, for the services identified in 7.1 of this report, subject where appropriate to the agreement of the respective district councils who support these services.
- 10.4. That approval be given for the County Council to enter into Deeds of Agreement for funding with each of the respective funding partners for the initial contract term and subsequently to cover any contract extensions, as outlined in this report.

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> Future Community Transport Operating Model	<u>Reference</u> 7231	<u>Date</u> 19 January 2016
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 proposals in this report have been developed with due regard to the requirements of the Equality Act 2010, including the Public Sector Equality Duty and the Council's equality objectives. As the proposal will not amend existing arrangements for service users at this stage, but proposes further work for developing the proposed new community transport operating model, there should be no impact upon those with protected characteristics.

It is considered that the issues covered by this report will not have impacts requiring further specific actions by the Council above those already established in its existing policies and working procedures.

The report also proposes interim contract and vehicle replacement arrangements. Both of these measures will enable the proposed new operating model to be further developed and finalised for consideration at a future decision day.

2. Impact on Crime and Disorder:

- 2.1. The services 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 services 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 travel modes of transport become more important in mitigating climate change, the proposals support travel options for groups and individuals which is in keeping with the need to reduce carbon emissions.

Appendix 1

Outline on proposed new operating model for providing community transport services on which key stakeholders were engaged

The existing approach for supporting community transport services was previously agreed by the Executive Member in October 2007. Whilst the overall approach has worked well there is now a need to review this and design a new model for the future which can respond to the current operating environment, work within the current financial limits and make a meaningful contribution towards the council's transformation agenda.

Any new operating model should enable value for money services to be provided and deliver the maximum benefit to both the local community and users alike. In particular, the model should embrace the need to change the way in which the Minibus Group Hire Schemes are procured in the future whilst at the same time taking the opportunity to enable a more co-ordinated approach to all the Community Transport services which the council is involved in.

Given the above, an outline for a possible new operating model is set out below:

- all contracts for the Minibus Group Hire Schemes would be awarded from 1 April 2017 following a competitive process, for four years with the option to extend for a further two years;
- the scope for distributing existing funding for the Minibus Group Hire Schemes to more closely reflect population and use would be explored;
- arrangements for wider based area schemes should be considered. This could see 4 areas being supported instead of 11 and build on the existing work of the Councils for Voluntary Service (CVSS) to work in clusters and potentially offer efficiencies to accommodate any reduction in the funding which might be available for these schemes in the future;
- support to replace vehicles for all services could be provided, as resources allow, through additional payments under the terms of individual contracts. Payments would be based on a business case submitted by the scheme and guided by a forensic analysis of existing vehicle utilisation. The level of payment would ensure the council's first claim on the vehicle asset. Operators would be required to purchase second-hand and demonstrator vehicles where possible to achieve greater value for money for the council;
- the scope for undertaking the future procurement of the Minibus Group Hire Schemes alongside their respective Dial-a-Ride and Call and Go services and other transport provided by the County Council would be explored. Given that many of these services are interdependent and complement each other, this would achieve better value for the Council, as recently demonstrated in the Basingstoke area;

- a common branding for schemes and vehicles could be developed. Service names such as Dial-a-Ride, Call and Go, and Group Hire could be simplified and advertised through on-board destination displays and not through the vehicle livery itself, thus offering the appearance of a more joined up “community transport offer” in the local community. This would be possible where the council is the major shareholder in the vehicles which the operator uses to deliver the service;
- Review the contributions which users and organisations make to those community transport services commissioned by the County Council in order to explore the opportunities for maximising income. This would include looking at and consulting on the discount available to concessionary fares pass holders who currently use Dial-a-Ride and Call and Go services. An equalities impact assessment would need to be undertaken before any changes were agreed.

Appendix 2 – Summary of responses

Minibus Group Hire Scheme Contracts

Currently contracts are awarded on an annual basis. The model proposed moving to contract lengths designed to provide greater continuity to operators and to encourage longer term investment and development in services.

Q1 – Do you agree with the proposed contract length of 4 years plus an extension by up to a further 2 years for contracts awarded from April 2017?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	3	4	1
Town/Parish Councils	4	3	0	1
Community Transport operators	9	8	1	0
Other	1	0	1	0
Total	22	14	6	2

Minibus Group Hire Scheme Funding

The funding which individual Minibus Group Hire Schemes receive from the County Council currently varies considerably across the county. This model proposes a fairer distribution of funding between schemes.

Q4 - Do you agree with the proposal that there should be a redistribution of funding between the Minibus Group Hire Schemes to achieve a fairer funding allocation between schemes?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	6	1	1
Town/Parish Councils	4	2	2	0
Community Transport operators	9	7	2	0
Other	1	1	0	0
Total	22	16	5	1

Minibus Group Hire Schemes – Wider Based Area Schemes

Contracts for most schemes are currently only awarded on a district council wide basis. This could see four or more larger area based schemes being supported.

Q7 - Do you agree with the proposal that the Minibus Group Hire Schemes should be commissioned on a wider area basis, encompassing more than one district?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	7	1	0
Town/Parish Councils	4	3	1	0

Community Transport operators	9	3	6	0
Other	1	0	1	0
Total	22	13	9	0

Q8 - If you answered Yes, should the areas be based on the CVS clusters?
 *only for those who answered 'yes' to Q7

	No. of responses	Yes	No	n/a
Borough/District Councils	7	6	1	0
Town/Parish Councils	3	3	0	0
Community Transport operators	3	1	2	0
Other	0	0	0	0
Total	13	10	3	0

Total Transport Approach

The model proposed combining the commissioning of a range of County Council transport provision in one area was supported

Q12 - Do you agree with the proposal for a Total Transport Approach which would incorporate a number of transport services, commissioned and delivered together as a package of services?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	8	0	0
Town/Parish Councils	4	4	0	0
Community Transport operators	9	7	2	0
Other	1	1	0	0
Total	22	20	2	0

Vehicle Replacement – Dial-a-Ride and Call and Go

The model proposes that operators would be responsible for replacing vehicles with a payment towards the cost of this being provided through an additional contract payment following the submission of a successful business case. Operators would be required to purchase second-hand and ex demonstrator vehicles as a first option to achieve greater value for money. Ownership of the vehicles would be retained by the council.

Q15 - Do you agree with the proposal to make vehicle replacement payments to the contractor through the existing contract with the operator taking responsibility for replacing the vehicle?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	7	1	0
Town/Parish Councils	4	4	0	0
Community Transport operators	9	5	4	0

Other	1	0	1	0
Total	22	16	6	0

Q18 - Do you agree with the need for a business case to be made by the contractor before the Council agrees to make a payment for a replacement vehicle?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	8	0	0
Town/Parish Councils	4	4	0	0
Community Transport operators	9	6	3	0
Other	1	1	0	0
Total	22	19	3	0

Q21 - Do you agree with the proposal to purchase second-hand or ex-demonstration vehicles instead of new vehicles, where possible?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	7	1	0
Town/Parish Councils	4	3	1	0
Community Transport operators	9	5	4	0
Other	1	0	1	0
Total	22	15	7	0

Q24 - Do you agree with the proposed vehicle transfer arrangements at the end of the contract?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	8	0	0
Town/Parish Councils	4	4	0	0
Community Transport operators	9	4	5	0
Other	1	1	0	0
Total	22	17	5	0

Vehicle Replacement – Minibus Group Hire Schemes

The model proposes that operators would be responsible for replacing vehicles with a payment of 51% or more towards the cost of this being provided through an additional contract payment following the submission of a successful business case. Operators would be required to purchase second-hand and ex demonstrator vehicles as a first option to achieve greater value for money. Ownership of the vehicles would be retained by the council.

Q27 - Do you agree with the proposal to make vehicle replacement payments to the contractor through the existing contract?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	6	1	1

Town/Parish Councils	4	2	2	0
Community Transport operators	9	6	3	0
Other	1	0	1	0
Total	22	14	7	1

Q30 - Do you agree with the proposal for a contribution of 51% or more by the Council towards vehicle replacement as resources allow? There would be no guaranteed replacement programme for Minibus Group Hire Scheme vehicles. When funding was available operators would be expected to contribute the remaining amount towards replacement costs.

	No. of responses	Yes	No	n/a
Borough/District Councils	8	6	1	1
Town/Parish Councils	4	2	2	0
Community Transport operators	9	3	6	0
Other	1	0	1	0
Total	22	11	10	1

Q33 - Do you agree with the need for a business case to be made by the contractor before the Council agrees to make a payment for a replacement vehicle?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	7	1	0
Town/Parish Councils	4	4	0	0
Community Transport operators	9	6	3	0
Other	1	1	0	0
Total	22	18	4	0

Q36 - Do you agree with the proposal to purchase second-hand or ex-demonstration vehicles instead of new vehicles where possible?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	5	2	1
Town/Parish Councils	4	3	1	0
Community Transport operators	9	5	4	0
Other	1	0	1	0
Total	22	13	8	1

Q39 - Do you agree with the proposed Minibus Group Hire Scheme vehicle transfer arrangements at the end of the contract?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	7	0	1
Town/Parish Councils	4	3	1	0
Community Transport operators	9	5	4	0

Other	1	1	0	0
Total	22	16	5	1

Q42 - Do you agree that we should try to define what we mean by a 'Group Hire vehicle' used on Minibus Group Hire Schemes, to make the distinction from a vehicle used on other work?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	7	0	1
Town/Parish Councils	4	3	1	0
Community Transport operators	9	7	2	0
Other	1	1	0	0
Total	22	18	3	1

Community Transport Branding

A common transport branding for services, schemes and vehicles could be developed.

Q45 - Do you agree with the proposal for common branding for community transport services and vehicles supported by the Council and the 'Community Transport Offer' as a whole, which is not service specific?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	8	0	0
Town/Parish Councils	4	3	1	0
Community Transport operators	9	7	2	0
Other	1	1	0	0
Total	22	19	3	0

Contributions from Users and Hirers

The contributions which users and organisations make to community transport services commissioned by the County Council could be reviewed to explore what opportunities exist for maximising income.

Q48 - Do you agree with the proposal for a review of current fares and hire charges with a view to there being greater consistency across the county?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	8	0	0
Town/Parish Councils	4	4	0	0
Community Transport operators	9	8	1	0
Other	1	1	0	0
Total	22	21	1	0

Your overall views on the proposed operating model

Q51 - In overall terms, do you support the proposed changes which the County Council has outlined for how it could commission Community Transport services in the future as outlined in the document: *'Engagement with stakeholders on proposals for developing a new model for commissioning Community Transport services'*? In other words, do you support the overall approach of the proposed community transport operating model?

	No. of responses	Yes	No	n/a
Borough/District Councils	8	8	0	0
Town/Parish Councils	4	3	1	0
Community Transport operators	9	5	4	0
Other	1	0	1	0
Total	22	16	6	0

Q54 - The intention is that service users will be engaged prior to the design and tendering of future community transport services so that their views can influence that process. Given this what level of impact do you think the proposed new community transport operating model could have on your organisation and service users?

	No. of responses	Little or none	A Modest Impact	A significant impact
Borough/District Councils	7*	4	1	2
Town/Parish Councils	4	3	0	1
Community Transport operators	9	1	2	6
Other	1	0	1	0
Total	21	8	4	9

*One Borough Council did not respond to this question

The above is a summary of responses from the following organisations:

Boroughs/district councils

Basingstoke and Deane
Borough Council
East Hampshire District
Council
Eastleigh Borough Council

Fareham Borough Council
Havant Borough Council
New Forest District
Council
Rushmoor Borough
Council
Test Valley District Council

Parish/town councils

Fleet Town Council

Church Crookham Parish
Council
Crookham Village Parish
Council
Yateley Town Council

Other

Hampshire Transport
Management

Operators

Basingstoke Community
Transport
Communities First Wessex

Community Action Fareham

Community First New Forest
Gosport Voluntary Action
One Community

Rushmoor Voluntary
Services
Test Valley Community
Services
Yateley Yelabus

