



ADUR & WORTHING  
COUNCILS

Joint Strategic Committee  
5 June 2018  
Agenda Item 6

Key Decision: No

Ward(s) Affected: All

**Connecting Community Transport in Adur and Worthing**

**Report by the Director for Communities**

**Executive Summary**

**1. Purpose**

- 1.1. Adur and Worthing Councils' three year strategy, Platforms for our Places, commits to targeting services appropriately, supporting the most vulnerable and enabling community resilience;
- 1.2. The Councils have supported Community Transport, both in kind and financially, for over ten years. Whilst there are a range of providers delivering Community Transport, Dial a Ride Southern Services has been the main recipient of these funds.
- 1.3. This report is to update Elected Members on the progression of an Officer-led 'Community Transport Review' in Adur and Worthing;
- 1.4. The aims of which are 1) to map the current provision 2) connect the current providers 3) raise awareness of the local community transport offer and 4) encourage and support different use of assets (e.g. minibuses, volunteers).
- 1.5. This report gives a brief overview of the project to date, and proposes a different funding model for the Community Transport budget from 1st October 2018 onwards.

## **2. Recommendations**

### 2.1 Recommendation One

- The Committee is asked to note the progress of the Community Transport Review to date and plans to take this forward.

### 2.2 Recommendation Two

- The Councils currently procure the Community Transport funding and hold a Public Service Contract with the Provider. The Committee is asked to consider and approve Option one in this report, that the Councils' Community Transport budget is returned to grant funding. This will mean it is available to *any* organisation offering Community Transport in Adur and Worthing, subject to the agreed criteria.

### **3. Context**

- 3.1. Community Transport is the term widely used for not-for-profit passenger transport that is not available to the general public, often specialist in helping a particular cohort or demographic;
- 3.2. It is accessible and flexible, run by the community for the community, and includes car schemes, door-to-door dial a ride minibuses, community bus services and group transport. Community Transport often addresses needs not met by public transport.
- 3.3. Community Transport gives a wide range of economic, social and health benefits such as accessibility, inclusion, social interaction and independence. It connects people, reduces loneliness and isolation, and provides better access to community resources. Money and resource invested in Community Transport (regardless of by whom) is widely demonstrated as well spent, and saves money elsewhere.
- 3.4. For a number of years, Adur and Worthing Councils have assigned a healthy budget to this area. This financial year, the budget is £31,020 in Worthing and £20,610 in Adur for Community Transport.
- 3.5. The Councils' funding is currently pooled to commission 'Dial a Ride Southern Services' (DARSS) to support the provision of a bespoke mini-bus service for those who struggle with mobility or ill-health in both Adur and Worthing. Combining budgets across Adur and Worthing helps to deliver efficiencies.
- 3.6. Dial a Ride Southern Services provide a service to approximately 400 people each month. In Worthing, there is an average 12 users per day and in Adur, an average of 4. However, this service (by the very nature of Dial a Ride model) is relatively expensive to run, is not at maximum user capacity, and is neither available to all vulnerable and/or disadvantaged cohorts nor financially accessible by them. The service is highly reliant on local authority funding and additional contracts (such as from West Sussex County Councils School Transport team) to be financial sustainable.
- 3.7. In late 2017, following an internal review of the funding arrangements for Community Transport and in recognition of the wider unmet need for such community support, the Councils determined the need to undertake a review of the Community Transport offer across Adur and

Worthing. Whilst this has been ongoing DARSS have continued to be supported financially, and have been offered a further six month contract from 1st April to 30th September 2018. At the time of writing, they have not confirmed their acceptance.

3.8. The Community Transport Review has been led by the Councils' Community and Third Sector Lead with support from Community Works. The three purposes of the review were to:

- Collate and map the local Community Transport offer;
- Understand the needs and wants of vulnerable residents
- Respond to the learning of the review and align the resource, priorities and funding appropriately.

3.9. The Community Transport Review is still ongoing and will continue for the remainder of 2018/19. It has been resource intensive, and challenging against other pressures, but worthwhile and has already provided some invaluable learning and helped set a direction for the further development of the review.

3.10. The full update on the review is cited as further reading to this overview for Joint Strategic Committee and can also be found as [Appendix one](#).

#### **4. Issues for consideration**

4.1. Dial a Ride Southern Services is just one example of Community Transport locally. To date, 20 known services have been identified, run by organisations such as Guild Care, Action for Deafness, Age UK, Care for Veterans, Leonard Cheshire, Royal Voluntary Service Adur and Worthing, Sompting Big Local and Esteem. In total, there are over 40 minibuses mapped so far. This does not include any owned and run by churches, schools and scout or guide groups.

4.2. Patient transport is an element of Community Transport that is not included in the scope of this review, although many of the groups provide support to clinical appointments.

4.3. As part of this review an initial networking meeting for organisations that run a Community Transport service was convened. There are Access and Mobility Forums in Adur and Worthing but participation and membership is dwindling. The purpose being to understand and support mapping of provision, explore challenges, share learning,

disseminate best practice and see if there was an appetite to continue networking. Following the first meeting there has been positive feedback and all would like to meet again. Attendees felt it was good to know what other services are available, so that they can signpost residents if their service is not able to help; useful to have peer support, space to share challenges and the opportunity to collaborate. Two tangible and positive outcomes of this first meeting are several organisations now working together to share the process of recruiting new drivers and the connection made between a care home, with surplus minibus capacity, who have offered the use of their minibus to another organisation who were about to start fundraising to purchase one.

- 4.4. The review has also confirmed the important role played by Taxis in Community Transport. What has been uncovered to date is that there are not enough wheelchair accessible vehicles in Adur and Worthing and availability for residents is a challenge. This inevitably has an impact elsewhere on demand for Community Transport.
- 4.5. Better awareness of the private sector offer has also come out of the Community Transport Review. For example, Stagecoach (one of the main commercial bus operators locally) offer reduced travel tickets for job seekers (and others) which isn't widely known.

## 5. Options

- 5.1. In the last few years, the funding model for Community Transport has been a Public Service Contract. This contract has been with Dial A Ride Southern Services. It is a contract because of the specific expectations of the funding and the amount of money provided. For contracts, there is legal recourse if the contract isn't delivered or agreed targets met.
- 5.2. As indicated above, the annual budgets are £20,610 in Adur and £31,020 in Worthing. If Dial a Ride Southern Services accept a six-month contract, the remaining budget for 2018/19 for Community Transport will be £25,815 in total (£10,305 in Adur and £15,510 in Worthing).
- 5.3. **Option one** being proposed is to return this remaining funding to grants. The main reasons for this being 1) to increase flexibility to allow for innovation and creativity in delivery of Community Transport

locally 2) to make the money more accessible to a wide range of current and potential Community Transport providers, 3) to support or facilitate better collaboration between Community Transport projects and perhaps most importantly, 4) to reach a wider and more diverse range of people who need such services.

- 5.4. If this recommendation is accepted, a simple grants programme based on the Adur Community Grants model would be developed which is web-based and managed in-house by the Communities and Third Sector Lead. For this new fund, it is proposed that the Executive Members for Health and Wellbeing for Adur and Worthing would be involved in the decision making as to how grants are awarded. Fundamentally, the proposal is to trial a grants programme that is specifically in place to 'support Community Transport to improve the wellbeing of local vulnerable residents'. The amount of grant approved could be provided as one sum, to one organisation, or split amongst more than one.
- 5.5. If this proposal is adopted the final decision on grant spend will sit with Elected Members, which enables them to be fully involved in ensuring tax-payers money is used in the best possible way and helping those who need it most. Conversely, contracts are Officer-led and would involve procurement.
- 5.6. Should the Committee agree to this course of action, the use and impact of this new approach to providing funding for Community Transport will be evaluated as part of the ongoing Community Transport Review.
- 5.7. **Option two** - should the Committee disagree with this proposal, the alternative option that the Committee may also consider is to continue the Public Services Contract relationship with Dial a Ride Southern Services. The agreed budget (as cited in this document) would remain the same. The Committee would need to confirm for what period of time this should be for. Procurement legislation would need to be adhered to and as a consequence this would require the need for a competitive process to be embarked upon.

## **6. Engagement and Communication**

- 6.1. As a part of the Community Transport Review there have been extensive conversations with the local providers, residents, users and potential users of such services and these will continue.
- 6.2. The majority of feedback confirms that disabled and elderly residents should be given extra support to travel, however, a number of other cohorts were also cited such as job-seekers, those experiencing financial hardship and homeless people. Many commented that older people already receive free bus passes so if they were able to travel on these, then Community Transport should for those who face different barriers to accessible transport.
- 6.3. An open dialogue has remained with Dial a Ride Southern Services and challenges around the budget and reduction in this have been heard and understood.
- 6.4. At the crux of the Community Transport Review is making best use of limited resource (whether money or assets) and how these are used going forward which will become clearer as the review continues.
- 6.5. Should it be agreed that the Community Transport budget is grant-based, this will be widely promoted in the press, social media, directly to new contacts made and through Community Works.

## **7. Financial Implications**

- 7.1. The budget available for the Community Transport in 2018/19 is as follows:

Adur:	£20,610
Worthing:	£31,020

The proposals within the report will be accommodated within the budgets set.

## 8. Legal Implications

- 8.1. There is no legal obligation on the Councils to provide financial or other assistance to the Voluntary and Community Sector. However, the Councils recognise the vital part played by voluntary groups in the life of the Borough and District. The Council does have the power to provide financial assistance to the sector under s1 Localism Act 2011 which provides that the Councils have the power to do anything that individuals generally may do, providing no other legislation exists to prevent it.

### Background Papers

- Officer Decision Report to fund Dial a Ride Southern Services for a further six months
- Appendix one: Community Transport Review, Adur and Worthing

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## **Sustainability & Risk Assessment**

### **1. Economic**

Improving the local Community Transport offer will have impact on the local economy as residents are better connected with leisure and wellbeing activities as well as businesses.

The proposal does put the currently contracted partner, Dial a Ride Southern Services at risk because they are heavily reliant on Local Authority income. This could mean that local residents can no longer use this service, either because it ceases operation or the prices need to increase. However, this could be mitigated by communicating clearly to residents the other options that are available to them and in most cases, at a similar cost.

### **2. Social**

#### **2.1 Social Value**

Overall, the impact of the Community Transport Review can only be positive for residents because there will be better cohesion, communication and collaboration of the transport options available to them. It will also increase the wellbeing of residents as they will be able to access places and service more easily.

#### **2.2 Equality Issues**

The project aims to be make Community Transport accessible to all cohorts that are vulnerable, particularly those who are under represented. In the funding criteria, it will be stipulated that no group will discriminate on the basis of race, religion, national origin, disability, age, or sexual orientation.

#### **2.3 Community Safety Issues (Section 17)**

Matter considered and no issues identified.

#### **2.4 Human Rights Issues**

Matter considered and no issues identified.

### **3. Environmental**

With over 40 known minibuses on local roads, the importance to make the most efficient use of them is also fundamental to reducing the impact on the environment. This will be considered much further as the project continues.

#### **4. Governance**

Successfully funded organisations will be expected to self-govern but through the grant agreement that must be signed before the funds are released, the Councils protect itself by asking groups to have insurance, safeguarding policies and the ability to withdraw the grant if any law is broken in the delivery of the project and if the Council's name or reputation is brought into disrepute.

There is potential reputational impact to the Councils, which would need to be managed sensitively, if Dial a Ride Southern Services were no longer able to operate due to the reduction in income from the Councils.

# Appendix one: Community Transport Review, Adur and Worthing

Jo Clarke  
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Adur and Worthing Councils



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# Introduction

Community Transport is the term widely used for not-for-profit passenger transport that is not available to the general public, often specialist in helping a particular cohort or demographic.

For a number of years, Adur and Worthing Councils have assigned a healthy budget to support this area and this has most recently been used to commission a local organisation called 'Dial-a-Ride Southern Services' (DARSS) to provide a bespoke bus service for those who struggle with mobility or have ill-health. Their great service is just one example of Community Transport, but we know there are a number of other providers locally, and indeed private hire cars, who also play an important role in the local transport system.

The Community Transport Review began for a number of reasons;

1. There is no up-to-date summary of transport options for vulnerable people in Adur and Worthing;
2. There is no summary of how many vehicles are in operation.
3. Currently, organisations that own community transport are not as connected with similar organisations as they could be;
4. There could be better use of vehicles, benefitting residents and the environment.
5. The current Community Transport provision is mainly focused around older people and those with disabilities. It does not include those with other vulnerabilities, such as low-income, who may be missing clinical or service appointments because of transport costs.

At the start, the overall aim of the project was to answer the following question:

“How might Community Transport in Adur and Worthing better serve the needs of vulnerable and/or disadvantaged residents to connect, thrive and improve their wellbeing?”

The purpose of this report is to bring together all the information collected to date and to share the learning. The project is by no means finished or conclusive but is aimed at providing an update on this area and an insight into the potential for Community Transport locally.

## Part 1 - setting the scene

### Mapping the provision

A survey was sent out to local organisations in order to begin the mapping of Community Transport providers. This, combined with local knowledge, is summarised as follows:

Organisation	Area	Transport	Type
4 Sight	Adur & Worthing	1	Transport for own service
Action for Deafness	Adur & Worthing	1	Transport for own service
Adur Voluntary Action	Adur	1	Transport for group use
Age UK West Sussex	Adur	2	Transport for own service
Bognor Regis & Worthing Shopmobility	Worthing	45 Scooters	Mobility scooters for hire
Care for Veterans	Worthing	3	Transport for own service
Dial-a-Ride Southern Services	Adur & Worthing	6	Public service for particular cohorts
Driving Miss Daisy	Currently not active	Car Service	Public service but not live
ESTEEM	Adur & Worthing	1	Transport for own service and group hire
Freedom Power chairs	Adur & Worthing	1	Mobility scooters
Guild Care	Adur & Worthing	9	Transport for own service
Guild Care (Scope)	Adur & Worthing	3	Transport for own service
Leonard Cheshire	Worthing	3	Transport for own service
Offington Park Methodist Church	Worthing	2	Transport for own service
Royal Voluntary Service	Adur & Worthing	Car Service	Public service for particular cohorts
Sight Support Worthing	Worthing	1	Transport for own service
Sompting Big Local	Adur	1	Transport for own service and group hire
St Barnabas And Chestnut Tree Hospices	Adur & Worthing	4	Transport for own service
Storm	Worthing	1	Transport for own service
Superstar Arts	Worthing	1	Transport for own service
	<b>Total</b>	<b>41</b>	known minibuses

The most well-known providers of Community Transport are **Dial-a-Ride Southern Services (DARSS)**, **Guild Care** and **Royal Voluntary Service** – all operating across Adur and Worthing.

## Other providers

- There is also the Patient Transport Service, funded by the NHS, which is not included within this scoping document.
- West Sussex County Council owns 150 minibuses and employs around 150 drivers to transport children with Special Educational Needs to Schools in West Sussex. This also is out of the scope of this project but is a consideration in terms of sharing vehicles; many of these are only used first thing in the morning and then again at school pick up time around 2.30 - 3.30 pm.
- Taxis also play a key role in the Community Transport system. A point of note, is that there are only 26 wheelchair accessible vehicles in Adur and Worthing of a total 448. There has also been anecdotal feedback about availability of these cars and discrimination. This, of course, impacts Community Transport and will only increase use for wheelchair users. However, for people that don't use a wheelchair, taxis are competitively priced against most Community Transport providers, and with the right driver and the same driver each week, some residents would still get the support they need for their regular journeys.
- [Driving Miss Daisy](#) is an interesting service which operates around the country. It's a paid taxi service where residents can pay extra to then have company or odd jobs done around the house. The service doesn't currently operate in Adur and Worthing as there were licensing challenges which are being worked through.

## Community Transport Provider support

In the past, there have been Access and Mobility groups in both Adur and Worthing. These recently have been dwindling in numbers and the Adur group now also has a Mobility Forum which has been instigated by West Sussex County Council's Community team.

During the course of this project, one organisation shared it was looking to buy a mini-bus, whilst another has three that are under utilised. Therefore, a new Community Transport networking group met in April for the first time with the pure aim of networking with other providers and sharing information and potentially assets. It was also cathartic as they were able to share common challenges and start to look at ways to ease these.

## What are the challenges that Providers face?

In April 2018, ten people came together to network and share information about Community Transport. The common challenges that they are facing are:

- Lack of (trained and/or suitable) drivers, especially in certain areas

- More volunteers for desk administration
- Driver management
- Expanding service for residents to use
- Funding, financial support, increasing costs
- Council funding
- Cost of buses, replacement, depreciation and aging fleet
- Late cancellations
- Premises - for office and parking vehicles
- Communication
- General Data Protection Regulations
- Merging with another organisation

Community Works attended and will play an instrumental role, both for individual groups that may need support and for the network as a whole. They pointed out that people are missing out on opportunities to access services or support due to transport needs and observed that it's clear that organisations providing Community Transport have complex needs. A member of the Councils' taxi licensing team also attended and shared challenges revealed by complaints that there aren't enough wheelchair accessible private hire vehicles and allegations that discrimination has been experienced. Other complaints arose from failure to attend bookings, or late arrival, resulting in residents not being able to attend hospital or GP appointment.

As a result of this networking meeting, the following was agreed:

1. A summary of Community Providers would be really useful; to network and connect but also to sign-post residents to another service, if their organisation can't help.
2. Recruiting drivers is a big challenge - a targeted recruitment drive could take place by Community Works (and the Council) in the coming months to aid a number of groups.
3. There is an appetite to work together. Someone had buses not being used, another person needed more buses. These discussions will continue outside of the forum.

The next meeting will be arranged for July and will include among the invitees, other parties, such as Stage Coach, who could lend advice and expertise under their Corporate Social Responsibility programme.

## **What else is going on locally?**

Other points of notes relevant to this project are:

- West Sussex County Council's Transport Team offer grants to Community Transport providers across the County, which Adur and Worthing Groups have been successful at applying (DARSS for one).
- West Sussex County Council is running a [bus strategy consultation](#), closing in June.

- 'South East Area Transport Solutions' was a project funded by a national Total Transport Pilot Fund, which included work across Brighton & Hove, East and West Sussex and Surrey with some interesting Community Transport deliverables. One interesting [project](#) was "Intelligent Transport Solutions for Social Inclusion" (ITSSI) which explored the opportunities of intelligent technologies, Information and Communication Technologies (ICT) and data for community transport services in Brighton and Hove, focusing on older, socially isolated users and social inclusion.
- The Worthing Infrastructure Delivery Plan is currently underway and Community Transport plays a part in this.
- Nationally, there is Government consultation on a change to licences to mini-bus uses. Community Transport operators use a different permit from Public Service Vehicles, as they are not carrying the general public. If the change goes through, many groups may have additional expenses of changing licences:



## Council funding

There is no statutory requirement for Local Authorities to fund or provide Community Transport; however, Adur and Worthing Councils (AWC) recognise its importance and have provided financial and project support to Dial-a-Ride Southern Services (DARSS) since 2010.

### 2017/18

- £39,620 for Worthing and £24,000 for Adur was paid to DARSS.

### 2016/17

- £39,620 for Worthing and £24,000 for Adur was paid to DARSS.



## 2015/16

- £39,620 for Worthing and £24,000 for Adur was paid to DARSS.

## Budget 2018/19

The budget for Community Transport has been reduced and for this financial year is £31,020 in Worthing and £20,600 in Adur. This is slightly more than first anticipated due to inflation. A six -month contract has been offered to DARSS from 1st April 2018 to 30th September 2018 which they are currently considering.

## What budgets do other Local Authorities have?

**Horsham District Council** funds Sussex Community Transport (previously Horsham District Community Transport) which has now merged with a few other groups. They were awarded a strategic grant of £20,000 from April 2018 and this is the same level of funding as last year.

**Chichester District Council** doesn't have a formal funding relationship with a Community Transport provider. The District has a lot of small local Community Transport groups serving different individual areas so these apply for funding – up to a maximum of £15,000 – through the Council's grants programme, as and when they have a need (normally just bus replacement).

**Mid Sussex District Council** doesn't fund Community Transport and hasn't for a number of years.

**Arun District Council** has a budget of £17,000 which hasn't changed in a number of years.

**Crawley District Council** fund their local Dial-a-Ride service at £37,885 per annum.

## Contract vs Grant?

This area is quite challenging and both systems have implications for both the public body and the recipient of the funds. Distinguishing the differences between the two is very complex; just because a document is labelled as a "Grant" or a "Contract" does not mean that it actually is.

To summarise, these are the implications of offering the Community Transport funding as Grant or a Public Services Contract:

Grant	Public Services Contract
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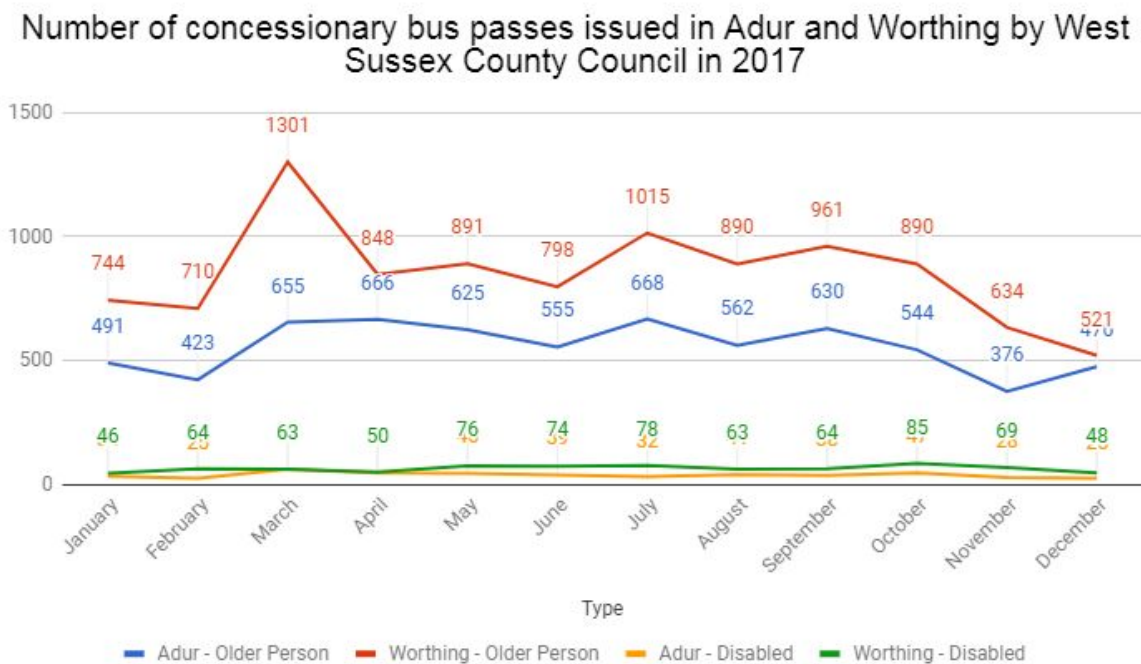
<p>Grants are not enforceable in terms of service delivery and the service provider can return any unused funding and walk away from service provision without any consequence.</p>	<p>Standard of service delivery is enforceable and measures can be taken if service provider fails to provide a satisfactory service. There are also reporting needs which include number of users, profile of passengers, satisfaction of users etc.</p>
<p>State Aid could apply - an org should not be given more than E.200,000 without it being competitive and transparent.</p>	<p>Given the value of the funding, it would need to be a procurement exercise and a full Invitation to tender, thus completely transparent and competitive.</p>
<p>Organisation would need to bid for money year on year.</p>	<p>The period would be 2+1, giving the successful organisation greater comfort knowing the budget is committed.</p>
<p>Would ordinarily be a more simple process - organisation submits invoice - but it needs to be competitive, therefore workload/paperwork is the same as procurement.</p>	<p>This may have VAT implications for the organisation, whereas a grant doesn't. What could this mean? That the organisation reduces delivery of service to compensate having to pay VAT or indeed increases their charges to cover costs.</p>
<p>Whilst Council Officers always have a duty to ensure grants are given to the best provider, because a large amount of money has historically been given to the same organisation year on year there is a duty to make this award open, transparent but also competitive (re: State Aid). So market testing does also apply to grants in this instance.</p>	<p>Market testing; potential other providers and other service models must be explored as a part of the procurement process.</p>

## Part 2 - putting residents first

### What are the current transport options?

At the crux of this project is putting residents' needs first. [Appendix two](#) has been designed to start mapping the options available to those with additional needs.

WSCC offers [free bus passes](#) to older and disabled residents. The current uptake is as follows:



### What does public transport offer?

Connection has been made with Gordon Frost, Operations Director South, at Stage Coach. This relationship will continue and awareness should be raised of discounted schemes that they offer, for example, half-price tickets for [job-seekers](#). There have also been introductions to DARSS for knowledge share and potentially someone to join DARSS Trustee Board. In the past, they

They also have a national Corporate Social Responsibility Programme which includes [grants](#) to charities. This should be explored some more as might provide an avenue to supporting local Community Transport locally.

## **What are the needs of residents?**

Surveying has begun with residents. This took place in Portland House reception whilst people awaited appointments for advice on benefits and housing and in GP surgeries. This will be continued and has given a really interesting insight into what people need or want, or what they believe taxpayers' money should be spent on. Generally, people cited old or disabled people as having the greatest need but residents also said:

- Job-seekers
- Homeless people
- Financially fragile
- Genuine need, means tested
- To attend appointments
- Socially isolated
- Anyone who is struggling
- Cancer patients
- Anyone who will improve the economy
- Low income residents who don't get help with transport costs
- Those who don't get a free bus pass.

Also, there has been contact with charities that would like to know more about Community Transport options for their service-users.

## **Part 3 - what could be done differently?**

### **What has been learnt so far**

1. There are a lot of organisations which, with limited resources and budgets, are offering excellent Community Transport services that are connecting vulnerable residents and improving their wellbeing;
2. Community Transport plays a fundamental role in reducing loneliness and social isolation.
3. There are a lot of complex issues in running a Community Transport project successfully and making it financially viable.

### **Quick and easy wins**

1. Raise awareness of all local Community Transport schemes.

2. Share the mapping of known organisations offering Community Transport with providers and continue to encourage networking.

## What could Community Transport look like?

Just a couple of examples, but the future and creativity of how Community Transport could look is quite exciting:



Photo Credit from page one: [https://commons.wikimedia.org/wiki/File:Ford\\_Transit\\_VI\\_110\\_T300\\_20090910\\_front.JPG](https://commons.wikimedia.org/wiki/File:Ford_Transit_VI_110_T300_20090910_front.JPG)



# TRANSPORT OPTIONS FOR RESIDENTS WHO MAY NEED EXTRA SUPPORT

Trains and buses	Non-emergency Patient Transport	Taxis	'Public' Community Transport e.g. Dial a Ride or RVS	Other Voluntary Community Transport schemes
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<p>West Sussex County Council provide bus passes for elderly and disabled;</p> <p>Lasting five-years, offers free off-peak bus travel (weekdays 9.30am to 11.00pm and all day at weekends and on bank holidays).</p> <p>Or, reduced train fares (1/3rd off) for elderly and disabled.</p> <p>Stagecoach offer special fares (for unemployed) and saver tickets.</p>	<p>Free of cost.</p> <p>Door to door service.</p> <p>Criteria based for planned outpatient appointments, to hospital for a planned admission or home from hospital following discharge locally or wider area.</p>	<p>Door to door service.</p> <p>Generally quick, and generally reliable - particularly for appointments when the person doesn't want to be late.</p> <p>Can be cheaper (than bus/train) for 3+ people or families.</p> <p>Help with shopping, mobility, pushchairs.</p>	<p>Door to door service to personal choice or group.</p> <p>Cften wheelchair accessible.</p> <p>Meet other people on vehicle.</p> <p>Same/consistent driver and familiarity.</p> <p>Help with shopping/mobility.</p> <p>Lower cost compared to Taxi, or free in some cases.</p>	<p>Usually free of cost.</p> <p>Some use buses, some use cars.</p> <p>Door to door service to personal choice or group.</p> <p>Same/consistent driver and familiarity.</p> <p>Meet other people on bus.</p> <p>Help with shopping/mobility.</p>
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<p>WSSC scheme; eligibility for older people is straightforward (must be a WSSC resident and reached pension age). Anecdotal feedback is that the disabled bus pass is harder to receive due to long form and eligibility.</p> <p>Bus and trains are</p>	<p><a href="#">Criteria based.</a></p> <p>Long wait times at busy periods - which could mean an extra night's stay in hospital, to cost of NHS and person's wellbeing.</p> <p>Can spend a long time on the bus whilst picking up lots of people.</p>	<p>Cost.</p> <p>No current schemes to help with costs of taxis (there used to be taxi vouchers)</p> <p>Availability of wheelchair accessible vehicles; not all vehicles are suitable.</p> <p>Can't take bus or disabled</p>	<p>Cost.</p> <p>Can't take bus or disabled bus passes as payment.</p> <p>Some journeys on par with cost of taxi.</p> <p>Targeted to elderly and disabled.</p>	<p>Can spend a long time on the bus whilst picking up lots of people.</p> <p>Can't take bus or disabled bus passes as payment.</p> <p>Branded vehicles, pride of using bus.</p> <p>Some disabilities are not</p>
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<p>inaccessible for some disabilities.</p> <p>Difficulties with pushchairs.</p> <p>Cost.</p> <p>Governed by time-tables and set routes.</p> <p>Cancellations/strikes on trains.</p>		<p>bus passes at payment.</p>	<p>Branded vehicles, pride of using bus.</p> <p>Some disabilities are not suited to travelling on a big minibus with other people.</p> <p>Limited on number of buses, can only convey so many passengers.</p>	<p>suited to travelling on a big minibus with other people.</p> <p>Limited on number of buses, can only convey so many passengers.</p>
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