

Appendix 1

Community Transport Services To Be Re-tendered

Area	Service	2018/19 contract figure	HCC contribution	Partner funding
Basingstoke	Basingstoke Dial a Ride	£262,054	£107,442	£154,612
East Hants	East Hants Call & Go	£26,730	£17,214	£9,516
	Alton Dial a Ride	£4,947	£2,474	£2,474
	East Hants Group Hire	£42,017	£27,731	£14,286
Eastleigh	Eastleigh Dial a Ride	£149,511	£74,756	£74,756
	Eastleigh Group Hire	£47,012	£42,757	£4,255
Fareham & Gosport	Fareham Dial a Ride	£46,838	£23,419	£23,419
	Gosport Dial a Ride	£40,761	£20,381	£20,381
	Fareham Group Hire	£9,504	£9,504	£0
	Gosport Group Hire	£10,350	£10,350	£0
Havant	Havant Call & Go	£27,892	£15,341	£12,551
	Havant Group Hire	£31,866	£31,866	£0
New Forest	New Forest Call & Go	£49,318	£24,659	£24,659
	New Forest Group Hire	£23,513	£11,756	£11,756
Rushmoor & Hart	Rushmoor Dial a Ride	£55,673	£27,837	£27,837
	Fleet Link	£30,020	£15,010	£15,010
	Yateley Shopper	£1,794	£1,794	£0
	Rushmoor & Hart Group Hire*	£21,169	£21,169	£0
Test Valley	Test Valley Call & Go	£21,638	£10,819	£10,819
	Test Valley Group Hire	£27,044	£22,717	£4,327
Winchester	Winchester Dial a Ride	£86,640	£43,320	£43,320
	Denmead Shopper	£2,608	£1,174	£1,434
	Winchester Group Hire	£17,127	£17,127	£0
		£1,036,029	£580,617	£455,412

*Includes current contribution to YelaBus

Appendix 2

Current operating model for providing community transport services

The current community transport operating model seeks to respond to the existing operating environment, work within the current financial limits, and make a meaningful contribution towards the council's transformation agenda. It seeks to enable value for money services to be provided which deliver the maximum benefit to both the local community and users alike. In particular the model aims to take the opportunity to enable a more co-ordinated approach to all the Community Transport services, in which the council is involved.

Given the above, the framework for the operating model is set out below:

- a) Award contracts after 1 April 2017 following a competitive process. Two year contracts with the option to extend for up to a further four years will generally be preferred in order to secure the best value for money, encourage service investment from the operator and support and promote the sustainability of schemes;
- b) Review how the existing funding from the County Council for the Minibus Group Hire Schemes is distributed so that this more closely reflects population, need, and use across Hampshire;
- c) Procure services across wider areas which go beyond the existing district council boundaries. This could 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;
- d) Support the replacement of vehicles for all services, 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 rigorous 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;
- e) Commission the Minibus Group Hire Schemes alongside their respective Dial-a-Ride and Call and Go services and other appropriate transport provided by the County Council in the future. Given that many of these services are interdependent and complement each other, this would achieve better value for the Council, as recently demonstrated through a procurement exercise in the Basingstoke area;
- f) Develop a common branding for schemes and vehicles. 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;

- g) 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 differing service levels. 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.